SmarTrax™

User's Guide

TST Expedited Services

www.TST911.com • www.SmarTrax.com

Last Updated July 11, 2001

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Welcome to SmarTrax™

Thank you for your interest in TST Expedited Services Internet Track and Trace (SmarTrax), your Internet solution to real time access to your emergency freight information. We are confident that you will find this service easy and efficient to use, while providing you with information and **control** over your emergency freight needs - *at your finger tips!*

With SmarTrax™ you can:

- Look up individual shipments
- Look up all shipments for a particular day
- Look up all shipments for a particular week
- Look up all active shipments
- Determine exactly where your active, emergency shipment is and when it will arrive.
- View where you shipment is on a map of North America down to the street level
- Request a Position Update (Ping) of where your freight is
- Look up all related paperwork (Bills of Lading, Invoices, etc.)
- Update your reference numbers
- Generate and Print custom reports for Inbound, Outbound or Billing options
- Grant access to SmarTrax™ to **your** customers
- Place an order
- Instantly setup new users at your company to use SmarTrax™

In the future, we will be providing additional functionality.

If you don't have access to SmarTrax™, please contact your Account Representative or call our centralized dispatch office at 1-800-265-5023 and talk to one of our trained Customer Service Representatives.

Once you've registered, you can manage and control your emergency freight shipments at your convenience, right from your desktop computer. Rest assured, TST Expedited Services SmarTrax™ is:

- Simple - There is no software to learn - just point and click!
- Speedy - You get immediate access to current and historical trip information. Find and print copies of Bills of Lading, Proof of Delivery or Invoices.
- Up to date - The latest truck position updates are always available online.
- Secure - We protect your information with secure connections. This prevents unauthorized users from seeing your data and ensures that information is not lost.

To use SmarTrax™ online, you'll need:

- Any system with an Internet connection
- The latest version of Internet Explorer or Netscape Navigator
- Adobe Acrobat Reader 3.0 or higher (to view Invoices online)
- Any standard image viewer (to view, locally, Bills of Lading or Proof of Delivery documents online)
- Optionally, the latest spreadsheet software (such as Excel or Lotus) if you wish to manipulate your custom web generated reports.

SmarTrax™ Availability

At TST Expedited Services, we strive to provide accurate, timely information, 7 days-a-week, 24-hours-a-day. Our computers are configured and programmed to deliver this kind of service. However, as much as we maintain our availability, there are circumstances beyond our control that could impact your ability to access SmarTrax™. SmarTrax™ has been active since late 1998 and our experience has shown that the Internet can be the major culprit in limiting access to SmarTrax™. Full functionality of SmarTrax™ can be experienced by **Internet Explorer 4 or higher**, or **Netscape 3 or higher**.

If SmarTrax™ is not functioning for you, please first check to ensure your Internet service provider (ISP) is delivering service to you. If you still have a problem, please call our centralized dispatch office at 1-800-265-5023 and talk to one of our helpful Customer Service Representatives.

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Forgot your User ID and/or Password?

If you have forgotten your User ID and/or Password, please call our centralized dispatch office at 1-800-265-5023 and talk to one of our helpful Customer Service Representatives.

Logging on to SmarTrax™

Step 1 - Finding the Internet site

- Get into your favorite Internet browser.
- To go directly to SmarTrax™, type http://www.smartrax.com on the address line of your Internet Browser.
- Or, you can go to the TST Expedited Services home page by typing http://www.tst911.com/ on the address line of your Internet Browser. Then click on the ***Track & Trace*** button on the right side of the home page.

Option 1:

TST Expedited Services - SmarTrax - Microsoft Internet Explorer
HASSLE-FREE SERVICE
TST Expedited Services
Welcome To SmarTrax
Instructions for using SmarTrax :
1. TST Expedited Services clients are provided with an ID before using SmarTrax. If you know your SmarTrax ID please enter it here.
SmarTrax ID :
123456
2. Click on the Next button to continue.
Next >>
3. Or if you have received an e-mail authorizing you to track a load, click here.
4. Go Ahead, Ping Me!
New
TST Fleet Owners click here.
56927
If you are having problems accessing your account or would like to sign up for one, please call 1-800-265-5023 or e-mail us at smartrax@tst911.com

Option 2:

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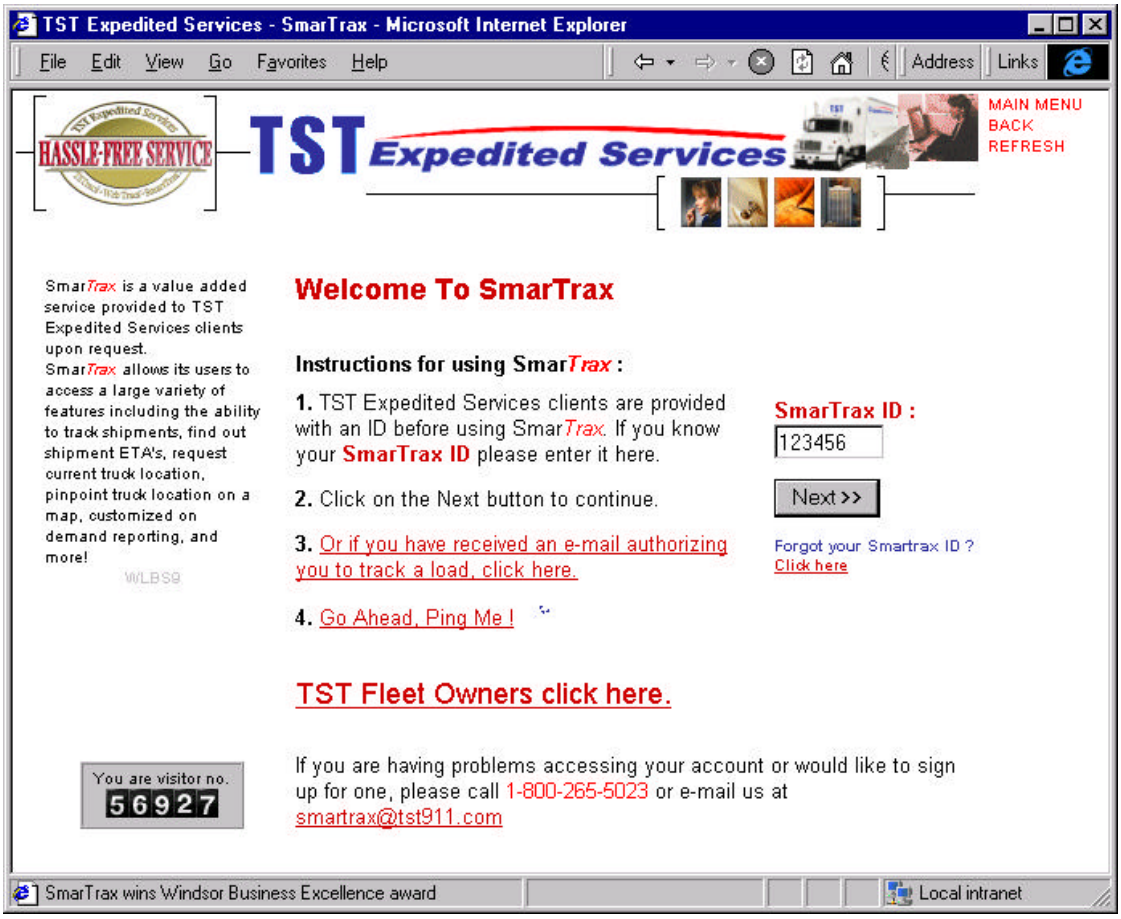
Step 2 - Enter your ***SmarTrax ID***

- Each TST Expedited Services customer is assigned a unique ***SmarTrax ID*** (also known as Customer ID). If you don't know your ***SmarTrax ID***, please contact your *Account Representative* or contact one of our *Customer Service Representatives* at **1-800-265-5023**.
- Your ***SmarTrax ID*** is a 6-digit number. You do not need to enter any the leading zeros since the system will automatically enter the leading zeros for you.
- Once you have entered your ***SmarTrax ID***, click on the ***Next*** Button.

Note: At the time your account is created an automatic email is sent to you with your account information. If you did not receive this email or wish to have it resent to you please contact one of our Customer Service Representatives.


TST Expedited Services - SmarTrax - Microsoft Internet Explorer
File Edit View Go Favorites Help
Address Links
HASSLE-FREE SERVICE
TST Expedited Services
MAIN MENU
BACK
REFRESH
SmarTrax is a value added service provided to TST Expedited Services clients upon request.
SmarTrax allows its users to access a large variety of features including the ability to track shipments, find out shipment ETA's, request current truck location, pinpoint truck location on a map, customized on demand reporting, and more!
Welcome To SmarTrax
Instructions for using SmarTrax :
1. TST Expedited Services clients are provided with an ID before using SmarTrax. If you know your SmarTrax ID please enter it here.
2. Click on the Next button to continue.
3. Or if you have received an e-mail authorizing you to track a load, click here.
4. Go Ahead, Ping Me !
SmarTrax ID :
123456
Next >>
Forgot your Smartrax ID ?
Click here
TST Fleet Owners click here.
You are visitor no. 56927
If you are having problems accessing your account or would like to sign up for one, please call 1-800-265-5023 or e-mail us at smartrax@tst911.com
SmarTrax wins Windsor Business Excellence award
Local intranet

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Step 3 - Select your User ID and enter your Password

- Within your company, there can be multiple users defined to access SmarTrax™. From the drop down list, select your ***User ID***.
- In the Password box, enter your ***Password***.
- Click on the **Login** button.

TST Expedited Services - SmarTrax - Microsoft Internet Explorer
File Edit View Go Favorites Help
Address Links
HASSLE-FREE SERVICE
TST Expedited Services
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REFRESH
SmarTrax is a value added service provided to TST Expedited Services clients upon request.
SmarTrax allows its users to access a large variety of features including the ability to track shipments, find out shipment ETA's, request current truck location, pinpoint truck location on a map, customized on demand reporting, and more!
WLBS11
DEMO COMPANY
Instructions for logging in to SmarTrax :
1. Find your user id from the list on the right by clicking on the down arrow and then click on your user id to select it.
User ID :
DEMO
Password :
2. Type in your password.
3. Click on the Login button to continue.
Login
If you are having problems accessing your account, please call 1-800-265-5023 or e-mail us at smartrax@TST911.com
When you need a reliable carrier, call TST Expedited Services
Local intranet

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Step 3A - If this is your first time ….

- If this is the first time you are accessing SmarTrax™, your password will be the word **smartrax**. Enter this password and click on the **Login** button. (Note that passwords are not case sensitive).
- You will be presented with the *Change Password* screen. Here you can enter your own password (twice, once in each textbox to confirm the spelling). Please remember your password for future uses of SmarTrax™.
- Hit the **Submit Password** button to continue.
- You will be sent back to the original login screen and asked to log in again with your new password (you will be using your new password from this point forward).

TST Expedited Services - SmarTrax - Microsoft Internet Explorer
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Please type your new password, up to 8 characters in length. It is recommended that you change your password frequently. You will need to type the same password twice in order to confirm the spelling.
Change User Password
Enter New Password :
Confirm New Password :
Submit Password
Reset
NOTE: If this is your first time logging on to SmarTrax you are at this screen because, for your own security, you are required to change the initial password that was provided to you. Please make up a new password that only you would know. This password change routine will not automatically appear the next time you log in as long as your new password gets accepted.
If you are having problems accessing your account, please call 1-800-265-5023 or e-mail us at smartrax@tst911.com
When you need a reliable carrier,
Local intranet

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Step 4 - Select your Track and Trace Option

You are now presented with several options. Choose the option you want (click on the option) and enter any necessary data. The options are:

1. View Pros by Pro Number - Enter a valid TST Expedited Services Pro number in the field provided. The Pro number you enter MUST be a Pro that is associated with your customer ID. Otherwise no information is displayed.
2. View Pros by Date (mm/dd/yyyy) - Enter a valid historical date and the system will show all Pro's associated with your customer ID that were PICKED UP on the date you selected.
3. View Pros for 7 days starting with (mm/dd/yyyy) - Enter a valid historical date and the system will show all Pro's associated with your Customer ID that were PICKED UP starting with the date you selected and including the next 6 days (total of 7 days).
4. View by Active Loads - Select this option to see all trips associated with your customer ID that are currently being managed by TST Expedited Services. This includes trips currently on the road or scheduled to be picked up.
5. Change User Password - Allows you to change your password at any time (Password change takes immediate effect).
6. Place an Order - Allows you to place an order with us.
7. Create, Edit or Run Reports - Allows you to create, edit or run your own customized reports. You can make reports for any of inbound, outbound, billing or logistics trips and run them for a given date range.
8. Create a User Account - Allows you to create a new user account from within your company.

TST Expedited Services - SmarTrax - Microsoft Internet Explorer
TST Expedited Services
MAIN MENU
BACK
REFRESH
Orders | Reports | User Management | Contact Us
INTERNATIONAL TRUCK AND ENGINE
A detailed instruction manual is supplied in Adobe Acrobat (PDF) format. You can download the manual by clicking on the link below.
Please select the option you want to perform and enter any required information.
Order Inquiry
View Active Loads
View Pro Number:
Go
View Pros Shipped On (mm/dd/yyyy):
View Pros for 7 days starting with (mm/dd/yyyy):
Order Entry
to copy an existing order, go to view by pro/date/week
View Master Orders
Create an order from 'scratch'
Reporting
Create, Edit or Run Reports
User Management
Change Account Location
Change User Password
Create New User Account
Account Representative Contact Information
If you are having problems accessing your account, please call 1-800-265-5023 or e-mail us at smartrax@tst911.com

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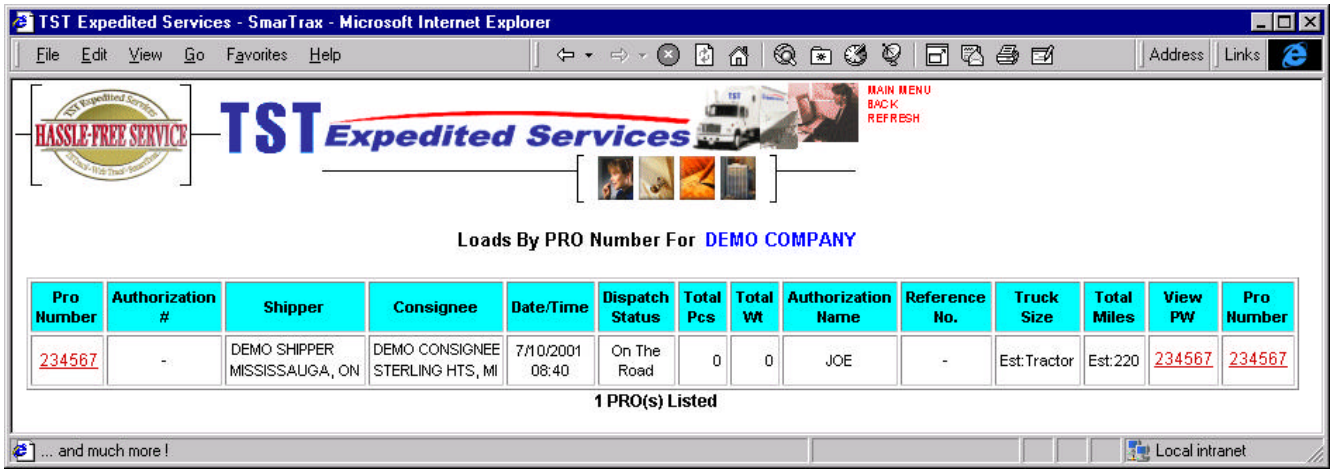
Search By Pro Number Screen

The ***Search By Pro Number*** will display historical information about a single Pro associated with your Customer ID. The information displayed includes:

- ***Pro Number*** - The Pro Number you entered.
- ***Authorization Number*** - This can be your reference number, your PO number or any special number or instruction your company provides us when the order is called in.
- ***Shipper*** - The name of the company that is shipping the freight. In the case of multiple pick up and drop scenarios, it is the name of the first shipper. Also the City and State where the first shipper resides.
- ***Consignee*** - The name of the company that is receiving the freight. In the case of multiple pick up and drop scenarios, it is the name of the last consignee. Also the City and State where the last consignee resides.
- ***Date / Time*** - The Date and Time that the shipment was picked up.
- ***Dispatch Status*** - Can be one of three statuses. Completed, On The Road or Scheduled.
- ***Total Pieces*** - Identifies how many pieces of freight was shipped
- ***Total Weight*** - Identifies how much weight was shipped
- ***Authorization Name*** - The name of the person who called in the order
- ***Reference Number*** - Any Reference numbers the customer gives us.
- ***Truck Size*** - This is the truck size billed to the customer. If it is prefaced with "EST" it means the Pro has not yet been invoiced so the billing truck size is an ESTIMATE only. Otherwise, it is prefaced with "Billed".
- ***Total Miles*** - This is the number of miles billed to the customer. If it is prefaced with "EST" it means the Pro has not yet been invoiced so miles are an ESTIMATE only. Otherwise, it is prefaced with "Billed".
- ***View PW*** - This enables you to view available paperwork online.

You can click on the Pro number to drill down to see more details about the Pro.


TST Expedited Services - SmarTrax - Microsoft Internet Explorer
File Edit View Go Favorites Help
Address Links
HASSLE-FREE SERVICE
TST Expedited Services
MAIN MENU
BACK
REFRESH
Loads By PRO Number For DEMO COMPANY
Pro Number | Authorization # | Shipper | Consignee | Date/Time | Dispatch Status | Total Pcs | Total Wt | Authorization Name | Reference No. | Truck Size | Total Miles | View PW | Pro Number
234567 | - | DEMO SHIPPER MISSISSAUGA, ON | DEMO CONSIGNEE STERLING HTS, MI | 7/10/2001 08:40 | On The Road | 0 | 0 | JOE | - | Est:Tractor | Est:220 | 234567 | 234567
1 PRO(s) Listed
... and much more !
Local intranet

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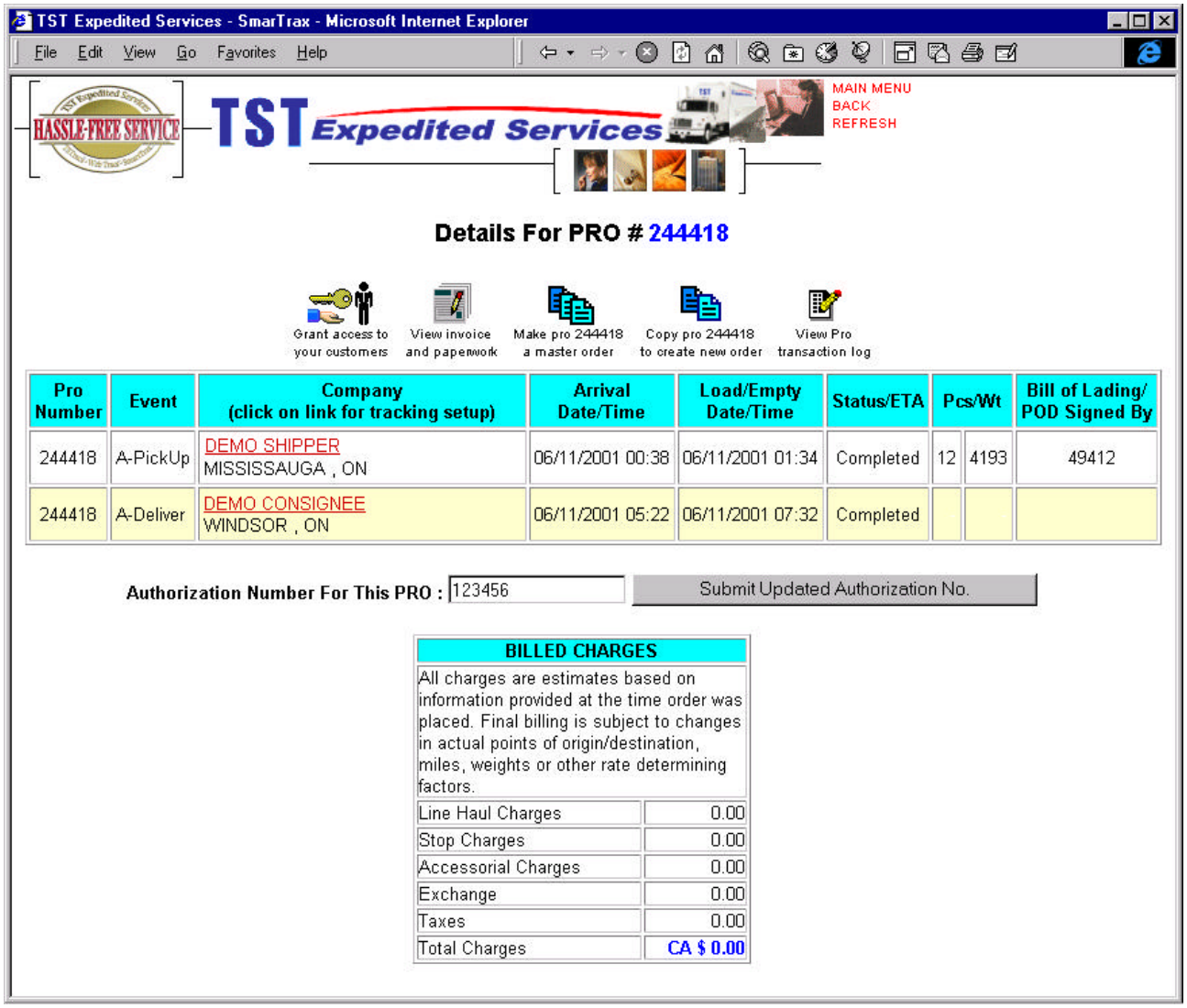
View Pro Details - Search by Pro

When you click on the Pro Number when searching by Pro, you get the following detail screen.


TST Expedited Services - SmarTrax - Microsoft Internet Explorer
File Edit View Go Favorites Help
HASSLE-FREE SERVICE
TST Expedited Services
MAIN MENU
BACK
REFRESH
Details For PRO # 244418
Grant access to your customers
View invoice and paperwork
Make pro 244418 a master order
Copy pro 244418 to create new order
View Pro transaction log
Authorization Number For This PRO : 123456
Submit Updated Authorization No.
BILLED CHARGES
All charges are estimates based on information provided at the time order was placed. Final billing is subject to changes in actual points of origin/destination, miles, weights or other rate determining factors.
Line Haul Charges 0.00
Stop Charges 0.00
Accessorial Charges 0.00
Exchange 0.00
Taxes 0.00
Total Charges CA $ 0.00

Pro Number	Event	Company (click on link for tracking setup)	Arrival Date/Time	Load/Empty Date/Time	Status/ETA	Pcs/Wt		Bill of Lading/ POD Signed By
244418	A-PickUp	DEMO SHIPPER MISSISSAUGA , ON	06/11/2001 00:38	06/11/2001 01:34	Completed	12	4193	49412
244418	A-Deliver	DEMO CONSIGNEE WINDSOR , ON	06/11/2001 05:22	06/11/2001 07:32	Completed			

The following information is displayed:

- *Pro Number* - the Pro Number you entered
- *Event* - this is one of Pick Up or Delivery. If there is more than one pick-up/delivery for the Pro, you can match the Pick-up/delivery pairs using the A,B,C etc. prefixed in this field.
- *Company* - the name, city and state where the freight was picked up or delivered. You may click on the company name hyper link or on the icon at the top of the window reading "Grant access to your customers" if you wish to grant someone access to view this specific pro.
- *Date and Time* - The date and time the truck **arrived** at the location. NOTE that this is the arrival time - not the loaded or empty time.
- *Status/ETA* - The status of the event or the estimated time of arrival. It will show one of the following: Not Arrived, Arrived or Completed. For active trips, if this leg is the current one, it will show the ETA date and time.
- *Pieces* - On the pick-up leg only, it shows the number of pieces of freight that were picked up.

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- *Weight* - On the pick-up leg only, it shows the weight of the freight that was picked up.
- *Bill of Lading Number* - On the pick-up leg only, it shows the Bill of Lading number(s).
- *Proof of Delivery* - On the delivery leg only, it shows who signed for the freight (or receivers stamp number)
- *Last Known Location of Truck* - if this event is still active, it shows where the truck last reported (direction to and distance from the closest city and state). If this is an active order and the truck has arrived at the location, this area will show the word "Arrived". If this is a completed order, this area will be blank. If the trip is in progress you may click on this hyperlink or the icon on the top of the window "view truck location on map" to view the truck's location on a map.
- *Miles to Destination* - If this event is still active, it will show how many miles the truck must go to arrive at this event. If this is a completed order, this area will be blank.

As a customer, you can enter your own reference number in the ***Authorization Number for this Pro*** area. Your number will be stored with our records to make it easier for us to look up your information in the future. If you enter a number here, don't forget to hit the "**Submit Updated Authorization No**" button**.**

Viewing the Charges for the Pro

At the bottom of the detail page is a summary of the charges for the Pro. This is ONLY VIEWABLE if your company is responsible for paying for the freight. If the Pro has NOT been final-invoiced at TST Expedited Services, the word ***Estimated*** will precede the word Charges. It usually takes several days after the Pro has been completed before final invoicing occurs. Once the Pro is invoiced, the preface will say "*Billed*".

The charges are broken out into the following categories:

- Line Haul - the cost of moving the freight on the truck
- Stop Off - charges for additional stops between the first pick up and final destination. This could include stopping for special customs paperwork.
- Accessorial - charges for additional services such as heated service, barge charges, etc.. We also charge fuel adjustment expenses in this area.
- Exchange - any charges to adjust to your billing currency.
- Taxes - all applicable taxes

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Viewing the Paperwork for the Pro

Bill of Lading, Proof of Delivery and Invoice documents are scanned into our computer system at TST Expedited Services. We make this paperwork available to you, our customer, via SmarTrax™ as a convenience and productivity enhancement. This service began in January 2000 which means that paperwork is not available for trips prior to this date. Also, it takes several days after a Pro has completed for the paperwork to arrive at our head office and subsequently imaged.

The Bill of Lading and Proof of Delivery documents are stored in TIF format - so any image viewer will allow you to view the documents. However, your Internet browser should be capable of displaying these images. It is possible that there are multiple Bills of Lading documents for your shipment. All Bill of Lading documents are scanned and made available on SmarTrax™.

The Invoice is stored in PDF format, which means you need Adobe Acrobat viewer to view the image of the Invoice. If you do not have Adobe Acrobat reader, you can download a free copy from our web site. Remember that the Invoice is only viewable if you are responsible for paying for the freight.

The images are presented in "*thumb nail*" format. To see the complete document, double click on the *thumb nail.*

TST Expedited Services - SmarTrax - Microsoft Internet Explorer
File Edit View Go Favorites Help
HASSLE-FREE SERVICE
TST Expedited Services
MAIN MENU
BACK
REFRESH
Invoice/Paperwork For PRO # 244418
Note: You need Acrobat Reader version 3.02 or later to view an invoice.
Get Acrobat Reader
Click on the icon of the paperwork to view within your browser
or click on the download link to save the image.
Invoice in PDF Format
Download BoL(1 of 1)

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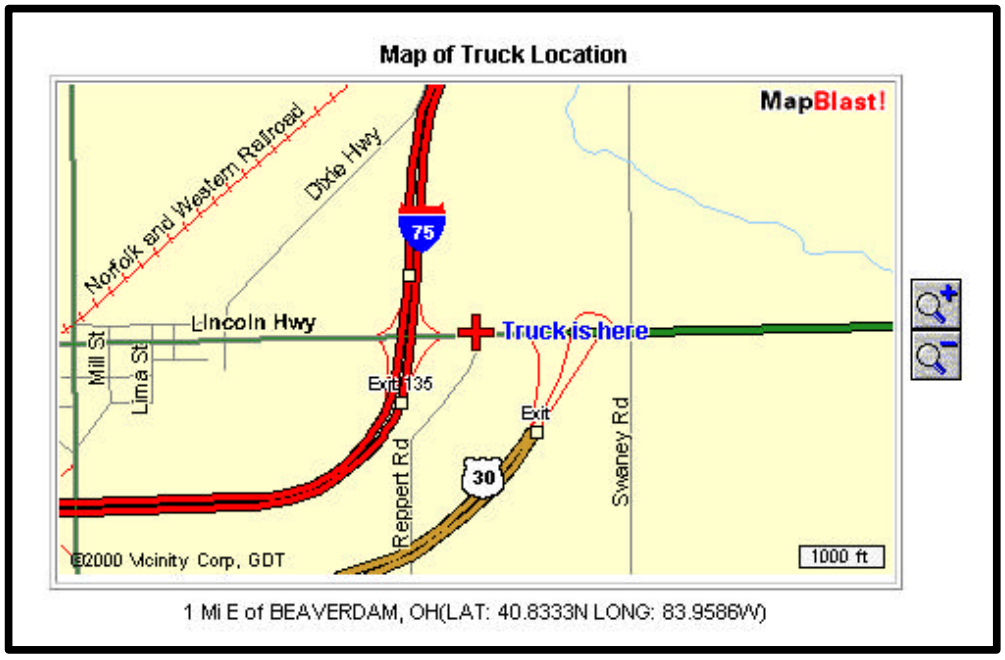
Viewing Truck Location on a Street Level Map

When a truck is in transit on a load, you can view the truck's last known location on a street level map. To get to this function, you need to lookup the details on any given PRO. One of the columns listed in the details reads " Last Known Truck Location". If the data is available (i.e. truck is dispatched and en-route) you will find it listed as a link. Click on the link (e.g. At ROMULUS, MI As Of 03/09/2000 07:15) and you will be linked a map similar to the one shown below. Alternatively, from the PRO details screen you may click on the icon located at the top portion of the window labeled "View current location on map" to view the truck location.

The map can be as detailed down to the street level, or as general to show highways at larger scale. You can use the Zoom icons on the right of the picture to zoom in (+) and zoom out (-) the map. The symbol in the middle of the map shows the location of the truck. The text at the bottom of the map shows the details of the truck's last known location (city and state/province) and when it was last updated (date and time). The truck location is updated automatically on an hourly basis via satellite communication. Note, if you find the map suddenly changed to show a different area as you refresh or toggle the zoom, this reflects the new location of the truck as it updates its new current location through satellite transmission.



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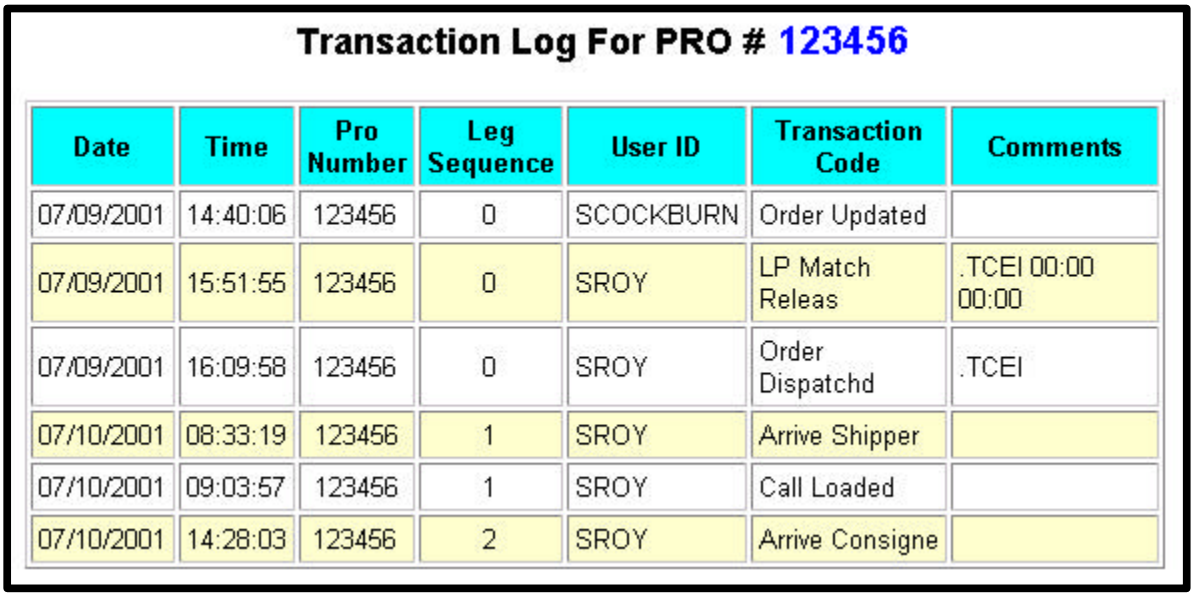
View Transaction Log

You can view a log of the main events that have been recorded for your order. These include detailed information on times, dates, and users who updated the order.



Transaction Log For PRO # 123456

Date	Time	Pro Number	Leg Sequence	User ID	Transaction Code	Comments
07/09/2001	14:40:06	123456	0	SCOCKBURN	Order Updated	
07/09/2001	15:51:55	123456	0	SROY	LP Match Releas	.TCEI 00:00 00:00
07/09/2001	16:09:58	123456	0	SROY	Order Dispatchd	.TCEI
07/10/2001	08:33:19	123456	1	SROY	Arrive Shipper	
07/10/2001	09:03:57	123456	1	SROY	Call Loaded	
07/10/2001	14:28:03	123456	2	SROY	Arrive Consigne	

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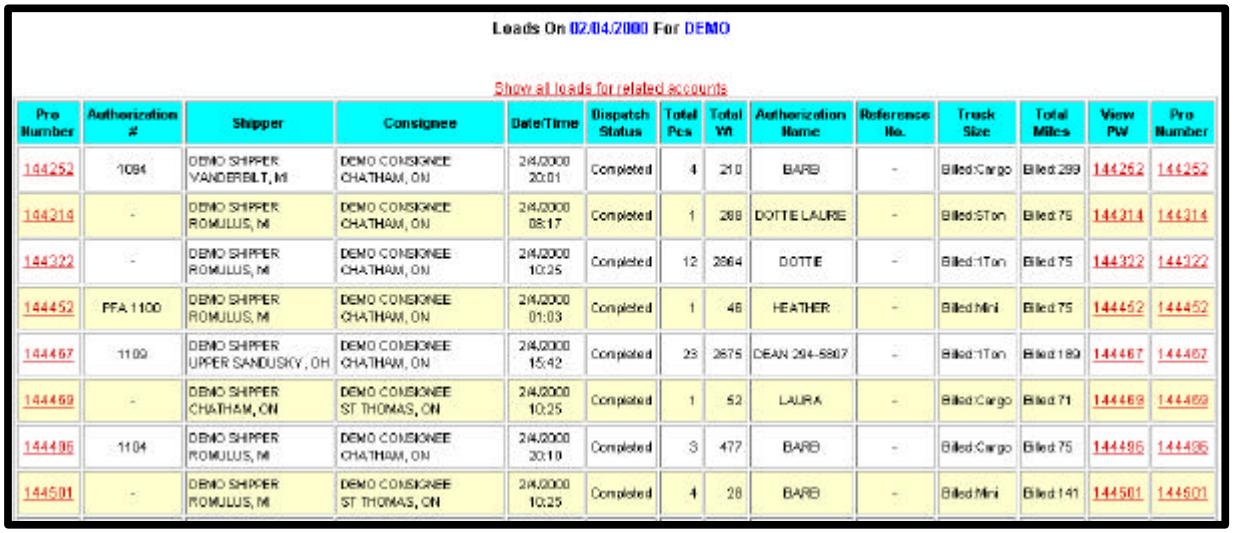
Search By Date

The ***Search By Date*** will display historical information about all Pros associated with your Customer ID for the date you selected. The date used is **the date the load was picked up**. The information displayed includes:

- ***Pro Number*** - The Pro Number you entered.
- ***Authorization Number*** - This can be your reference number, your PO number or any special number or instruction your company provides us when the order is called in.
- ***Shipper*** - The name of the company that is shipping the freight. In the case of multiple pick up and drop scenarios, it is the name of the first shipper. Also the City and State where the first shipper resides.
- ***Consignee*** - The name of the company that is receiving the freight. In the case of multiple pick up and drop scenarios, it is the name of the last consignee. Also the City and State where the last consignee resides.
- ***Date / Time*** - The Date and Time that the shipment was picked up.
- ***Dispatch Status*** - Can be one of three statuses. Completed, On The Road or Scheduled.
- ***Total Pieces*** - Identifies how many pieces of freight was shipped
- ***Total Weight*** - Identifies how much weight was shipped
- ***Authorization Name*** - The name of the person who called in the order
- ***Reference Number*** - Any Reference numbers the customer gives us.
- ***Truck Size*** - This is the truck size billed to the customer. If it is prefaced with "EST" it means the Pro has not yet been invoiced so the billing truck size is an ESTIMATE only.
- ***Total Miles*** - This is the number of miles billed to the customer. If it is prefaced with "EST" it means the Pro has not yet been invoiced so miles are an ESTIMATE only.

At the top of the list is a "toggle" that reads **Show all loads for related accounts**. If your Company ID is a corporate account (for example, your company ID manages freight for multiple sites), you can click on this wording and all of your locations will show up.



Loads On 02/04/2000 For DEMO

Show all loads for related accounts

Pro Number	Authorization #	Shipper	Consignee	Date/Time	Dispatch Status	Total Pcs	Total Wt	Authorization Name	Reference No.	Truck Size	Total Miles	View PW	Pro Number
144252	1084	DEMO SHIPPER VANDERBILT, MI	DEMO CONSIGNEE CHATHAM, ON	2/4/2000 20:01	Completed	4	210	BARB	-	Billed:Cargo	Billed:299	144252	144252
144314	-	DEMO SHIPPER ROMULUS, MI	DEMO CONSIGNEE CHATHAM, ON	2/4/2000 08:17	Completed	1	288	DOTTIE LAURIE	-	Billed:STon	Billed:75	144314	144314
144322	-	DEMO SHIPPER ROMULUS, MI	DEMO CONSIGNEE CHATHAM, ON	2/4/2000 10:25	Completed	12	2864	DOTTIE	-	Billed:1Ton	Billed:75	144322	144322
144452	PFA 1100	DEMO SHIPPER ROMULUS, MI	DEMO CONSIGNEE CHATHAM, ON	2/4/2000 01:03	Completed	1	46	HEATHER	-	Billed:Mini	Billed:75	144452	144452
144467	1109	DEMO SHIPPER UPPER SANDUSKY, OH	DEMO CONSIGNEE CHATHAM, ON	2/4/2000 15:42	Completed	25	2875	DEAN 294-5807	-	Billed:1Ton	Billed:189	144467	144467
144469	-	DEMO SHIPPER CHATHAM, ON	DEMO CONSIGNEE ST THOMAS, ON	2/4/2000 10:25	Completed	1	52	LAURA	-	Billed:Cargo	Billed:71	144469	144469
144496	1104	DEMO SHIPPER ROMULUS, MI	DEMO CONSIGNEE CHATHAM, ON	2/4/2000 20:10	Completed	3	477	BARB	-	Billed:Cargo	Billed:75	144496	144496
144501	-	DEMO SHIPPER ROMULUS, MI	DEMO CONSIGNEE ST THOMAS, ON	2/4/2000 10:25	Completed	4	28	BARB	-	Billed:Mini	Billed:141	144501	144501

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View Pro Details - Search by Date

When you click on the Pro Number when searching by date, you get the Pro Detail screen. For documentation on the Pro Detail screen, see the section View Pro Details - Search by Pro.

Search by Week Start Day

The option "View Pros for 7 days starting with ..." is similar to the "View Pros by Date" option except it has the added functionality to lookup pros for 7 days starting with the date you select. Please refer to the section "Search by Date" for further details.
Note that the information gathered in this search, since it is historical in nature, is at most 24 hours old.

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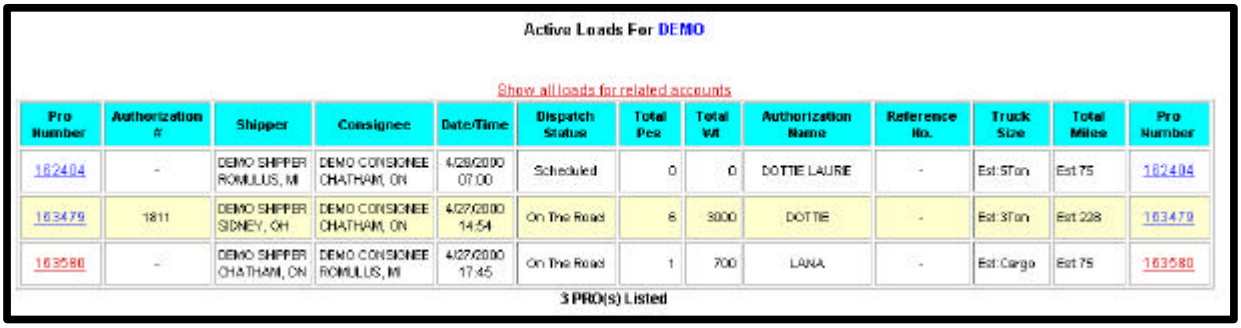
Search Active Loads

The ***Search Active Loads*** will display information about all active Pros associated with your Customer ID.

- ***Pro Number*** - The Pro Number for the load
- ***Authorization Number*** - This can be your reference number, your PO number or any special number or instruction your company provides us when the order is called in.
- ***Shipper*** - The name of the company that is shipping the freight. In the case of multiple pick up and drop scenarios, it is the name of the first shipper. Also the City and State where the first shipper resides.
- ***Consignee*** - The name of the company that is receiving the freight. In the case of multiple pick up and drop scenarios, it is the name of the last consignee. Also the City and State where the last consignee resides.
- ***Date / Time*** - The Date and Time that the shipment was picked up or is scheduled.
- ***Dispatch Status*** - Can be one of three statuses. Completed, On-the-Road or Scheduled.
- ***Total Pieces*** - Identifies how many pieces of freight you expect to ship
- ***Total Weight*** - Identifies how much weight you expect to ship
- ***Authorization Name*** - The name of the person who called in the order
- ***Reference Number*** - Any Reference numbers the customer gives us.
- ***Truck Size*** - This is the estimated truck size billed to the customer.
- ***Total Miles*** - This is the estimated number of miles billed to the customer

At the top of the list is a "toggle" that reads **Show all loads for related accounts**. If your Company ID is a corporate account (for example, your company ID manages freight for multiple sites), you can click on this wording and all of your locations will show up.



Active Loads For DEMO

Show all loads for related accounts

Pro Number	Authorization #	Shipper	Consignee	Date/Time	Dispatch Status	Total Pcs	Total Wt	Authorization Name	Reference No.	Truck Size	Total Miles	Pro Number
182404	-	DEMO SHIPPER ROMULUS, MI	DEMO CONSIGNEE CHATHAM, ON	4/28/2000 07:00	Scheduled	0	0	DOTTIE LAURIE	-	Est 5Ton	Est 75	182404
163479	1811	DEMO SHIPPER SIDNEY, OH	DEMO CONSIGNEE CHATHAM, ON	4/27/2000 14:54	On The Road	6	3000	DOTTIE	-	Est 3Ton	Est 228	163479
163580	-	DEMO SHIPPER CHATHAM, ON	DEMO CONSIGNEE ROMULUS, MI	4/27/2000 17:45	On The Road	1	700	LANA	-	Est Cargo	Est 75	163580

3 PRO(s) Listed

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View Pro Details - Search by Active Loads

When you click on the Pro Number when searching by active loads, you get the Pro Detail Screen. For documentation on the Pro Detail screen, see the section View Pro Details - Search by Pro.

What Date and Time mean on the Pro Detail Screen

ALL DATES AND TIMES ARE EASTERN STANDARD TIME.

Date and Time on the Pro Detail screen is based on ARRIVAL of the truck. If the truck has not yet arrived, the Date and Time on the screen is the ESTIMATED TIME of ARRIVAL (ETA) for the truck. If the truck has Arrived, the Date and Time reflect the actual time the truck arrived. This Date and Time of arrival is determined as follows:

- If the driver used his satellite unit to inform us that he arrived, the date and time stamp from the satellite unit is used. This date and time is synchronized with our satellite provider.
- If the driver phoned us about the arrival (this rarely happens, since all trucks are equipped with satellites), then the date and time entered by the dispatcher, as instructed by the driver, is used.

Our Service Exception policy is based on our committed ETA with you, the customer, and our actual arrival time. It is not based on Loaded or Empty dates and times.

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Change User Password

- You will be presented with the *Change Password* screen. Here you can enter your own password (twice). Please remember your password for future users of SmarTrax™.
- Hit the **Submit Password** button to continue.

Change User Password
Enter New Password :
Confirm New Password :
Submit Password
Reset
NOTE: If this is your first time logging on to SmarTrax you are at this screen because, for your own security, you are required to change the initial password that was provided to you. Please make up a new password that only you would know. This password change routine will not automatically appear the next time you log in as long as your new password gets accepted.
If you are having problems accessing your account, please call 1-800-265-5023 or e-mail us at smartrax@tst911.com

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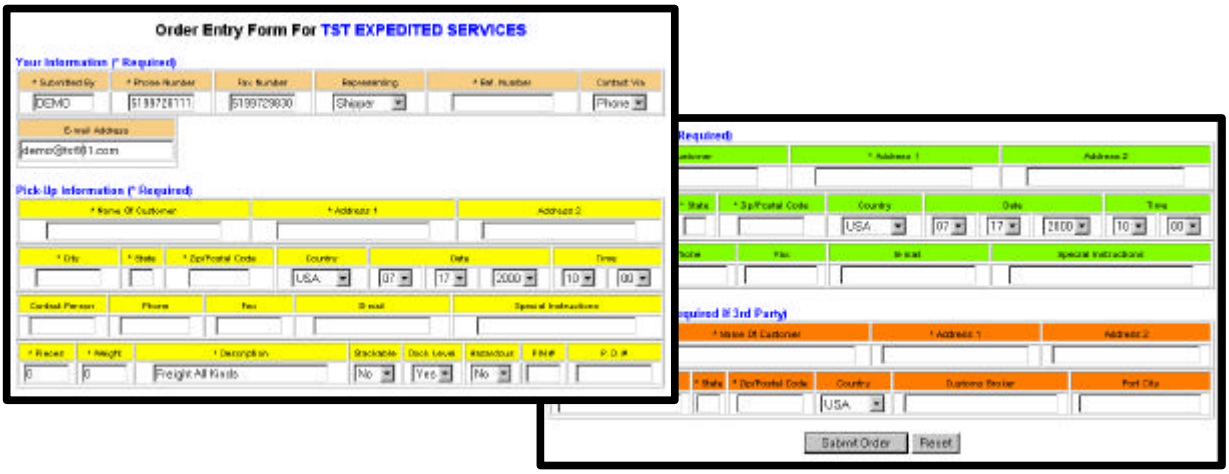
Place an Order

Create a New Order From Scratch

You can place an Order via SmarTrax™. Since there are many pieces of information that must be completed, customers often prefer to call our friendly Customer Service Representatives to place an order. ***PLEASE BE AWARE THAT PLACING AN ORDER VIA SMARTRAX <u>DOES NOT</u> MEAN WE HAVE DISPATCHED A TRUCK TO HANDLE YOUR FREIGHT. YOU SHOULD CALL TST Expedited Services TO CHECK ON THE STATUS OF YOUR ORDER IMMEDIATELY.***

The Order Screen looks like this:



All fields with an asterisk (*) are required fields. You cannot submit an order without completing these required fields.

The BROWN section at the top of the screen describes you. Your name, phone number, fax number, reference number, e-mail address and how you want to be contacted.

The YELLOW section is for the pick up information. It includes information about where the freight is coming from, when it will be ready for pick up, who to contact in case of problems, what to do in special situations, and any special information.

The GREEN section is for the delivery information. It includes information about where the freight is going, when it should be delivered, who to contact in case of problems, what to do in special situations, and any special information.

The ORANGE section is for the Billing information. It includes the information about who is paying for the freight and customs broker information (if this is an international shipment). If the shipper or consignee is paying, most of the fields will be completed automatically for you.

Note: All operations personnel are notified of orders coming in from SmarTrax™ to facilitate the management of your order.

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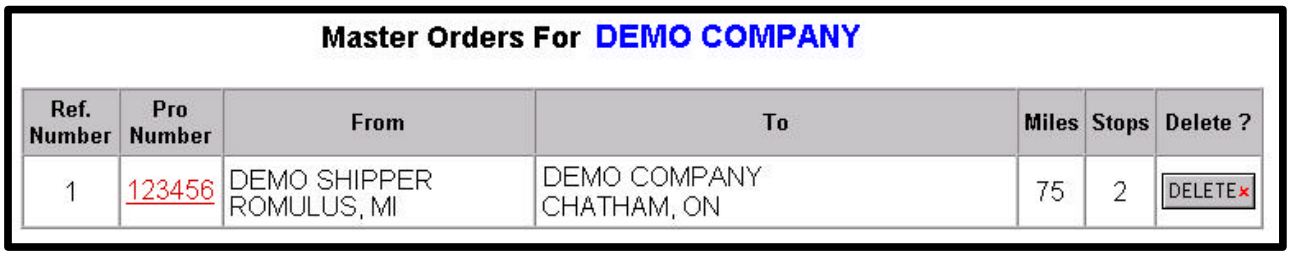
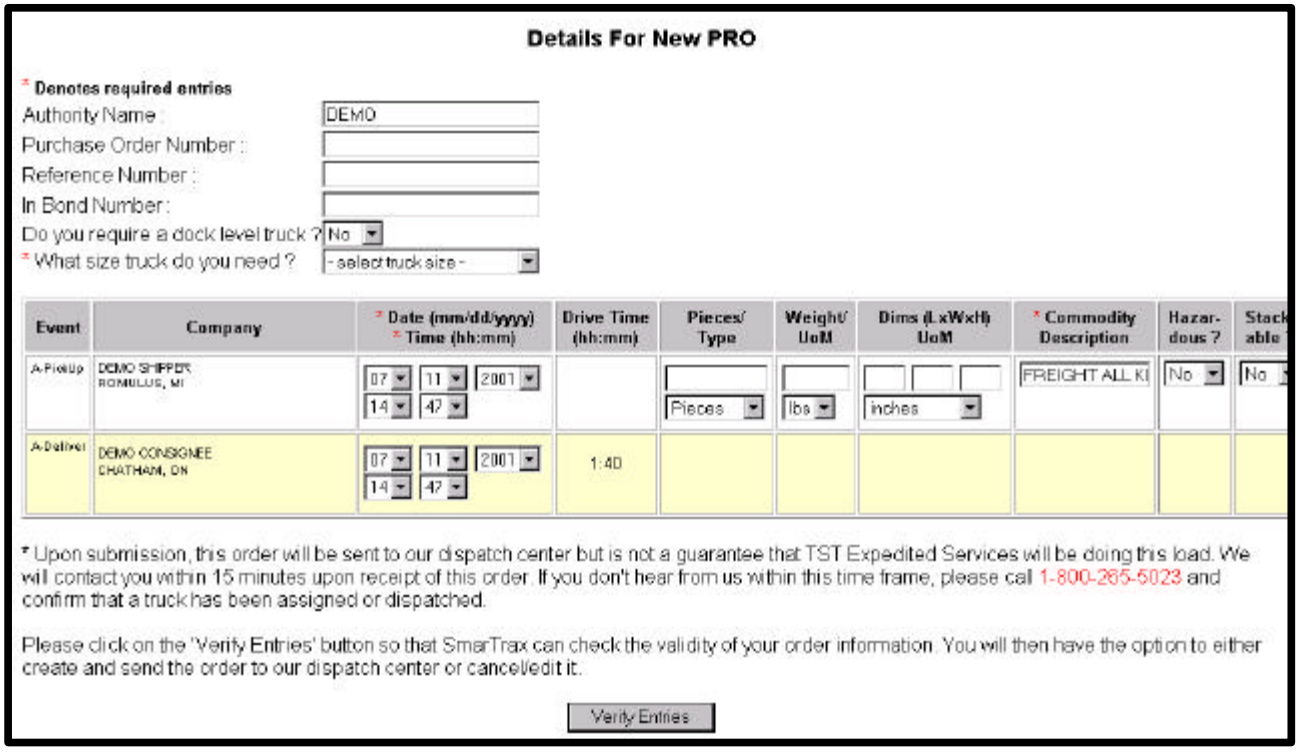
Create New Orders From Existing Orders

Also known as MASTER orders, this technique allows you to create a new order without having to type all the details of the trip and about yourself. Master orders are simply a selection of orders that you select based on existing orders that you did in the past with TST. These Master orders function as templates for creating new trips. Since they already contain the details about the trip, all you have to do is select the appropriate time and date for the new trip. The procedure is as follows:

1. Search for a Pro that you wish to repeat. You can do this by using any search technique to find the desired pro.
Note: if you want to make this order a Master, and be able to quickly reuse it next time continue to step 2.
If you are not interested in creating a master pro and simply wish to create a single order based on the current pro go to step 5.
2. From the DETAILS of this pro, click on the icon "Make pro 123456 a master order".
3. From the main menu click on **View Master Orders**.
4. Click on the Pro number link from the list of Pros to look at the details.
5. Click on "Copy pro 123456 to create new order" icon in order to create a new pro.
6. Complete all the required information and submit.




Details For New PRO
* Denotes required entries
Authority Name :
DEMO
Purchase Order Number :
Reference Number :
In Bond Number :
Do you require a dock level truck ?
No
* What size truck do you need ?
- select truck size -
Event
Company
* Date (mm/dd/yyyy)
* Time (hh:mm)
Drive Time (hh:mm)
Pieces/ Type
Weight/ UoM
Dims (LxWxH) UoM
* Commodity Description
Hazar-dous ?
Stack-able ?
A-Pickup
DEMO SHIPPER
ROMULUS, MI
07
11
2001
14
42
Pieces
lbs
inches
FREIGHT ALL KI
No
No
A-Deliver
DEMO CONSIGNEE
CHATHAM, ON
07
11
2001
14
42
1:40
* Upon submission, this order will be sent to our dispatch center but is not a guarantee that TST Expedited Services will be doing this load. We will contact you within 15 minutes upon receipt of this order. If you don't hear from us within this time frame, please call 1-800-265-5023 and confirm that a truck has been assigned or dispatched.
Please click on the 'Verify Entries' button so that SmarTrax can check the validity of your order information. You will then have the option to either create and send the order to our dispatch center or cancel/edit it.
Verify Entries

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Get a Position Update (PING) of an active load

You can dynamically request a position update of an active load via SmarTrax™. In the industry, this is called a "Ping" since we are asking the satellite to "hit" the truck with a radio-wave and have the radio-wave reflect (or ping back) to the satellite. All this happens without human intervention at TST Expedited Services or at the truck.

The PING function will NOT work when:

- The load is not active (it is either complete OR has yet to be dispatched)
- The truck's ignition is not on (driver may have stopped for fuel, rest, etc.)
- The freight is in a holding area while waiting for a truck to arrive. This often happens when a movement is too long for a single truck to legally complete the trip. We arrange for multiple trucks to relay the freight from origin to destination. There are times when the freight is sitting waiting for a relay truck to pick up the freight.
- The truck has arrived at one of the pick up or delivery points. The truck could be turned off at this time. Anyway, you know where the truck is because it has "arrived".

To use the Ping function do the following:

1. Go to "Search Active Loads" and find the load you want to ping (or find the latest position).
2. Drill down to the details of the trip and find which "leg" of the trip is active. This will be the leg of the trip that has valid information in the **Last Known Truck Location** column (i.e. **3 mi. ENE Of CHATHAM, ON As Of 04/18/2000 13:29)**
3. Down at the bottom of this screen, there will be a highlighted phrase that says : "Get current location of Truck (###)" where ### is the truck number. Click on this.
4. This will launch another instance of your web browser that will repeat the last known position. This other "instance" will check every 5 seconds with SmarTrax™ to see if the position update (ping) has been returned. It should take between 1.5 to 3 minutes to get a response. If you don't get a response in 5 minutes, the PING likely is not working for one of the reasons listed above.

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5. When you get a response, you have the option of viewing the location of the truck on a map.

Waiting For Satellite Position Update...
Last Position Of Truck 708 As Of 04/27/2000 16:23:23 Is
4 Mile(s) S Of CHATHAM, ON (LAT: 422051 LONG: 821049)
Please wait, the system will try to get the current truck position ..
SMARTRAX
Current Truck Position
Current Position Of Truck 708 As Of 04/27/2000 16:41:25 Is
1.1 Mi SW of Chatham, ON (LAT: 042232N LONG: 0821137W)
View map of current truck location

A note about ETA.

Our ETA program takes several minutes to cycle through all the data. So, when you receive a new position update and return to the trip detail screen, the new location will show up. However, the ETA may take upwards of 5 minutes to recalculate at our head office before that value will update.

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Custom Reporting

SmarTrax™ allows you to generate custom reporting on specific information about each trip. To get to reporting, select the option Web Reports from the main menu.

TST Expedited Services - SmarTrax - Microsoft Internet Explorer
File Edit View Go Favorites Help
HASSLE-FREE SERVICE
TST Expedited Services
MAIN MENU
BACK
REFRESH
Orders | Reports | User Management | Contact Us
INTERNATIONAL TRUCK AND ENGINE
A detailed instruction manual is supplied in Adobe Acrobat (PDF) format. You can download the manual by clicking on the link below.
If you don't have the Acrobat Reader, you can download it from the Adobe website.
Get Acrobat Reader
Please select the option you want to perform and enter any required information.
Order Inquiry
View Active Loads
View Pro Number:
Go
View Pros Shipped On (mm/dd/yyyy):
07 / 10 / 2001
Go
View Pros for 7 days starting with (mm/dd/yyyy):
07 / 03 / 2001
Go
Order Entry
* to copy an existing order, go to view by pro/date/week
View Master Orders
Create an order from 'scratch'
Reporting
Create, Edit or Run Reports
User Management
Change Account Location
Change User Password
Create New User Account
Account Representative Contact Information
If you are having problems accessing your account, please call 1-800-265-5023 or e-mail us at smartrax@tst911.com
Local intranet

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You will be presented with the following screen (note that the sample below assumes reports already exist).

If you already have reports defined, they will show up on this screen. Existing reports will show a unique report number, a report name (that you give to the report), the type of report (one of Inbound, Outbound, or Billing) and the date the report was last updated. You have the options to Modify, Copy, Run, or Delete the report.

Inbound reports look for all occurrences where freight is delivered TO YOUR COMPANY when the ***delivery ARRIVAL date*** is within the range of dates you provide.

Outbound reports look for all occurrences where freight is picked up FROM YOUR COMPANY when ***pick up ARRIVAL date*** is within the range of dates you provide.

Billing reports look for all occurrences where freight is billed to YOUR COMPANY when ***pick up LOADED date*** is within the range of dates you provide.

Logistics reports are only applicable if YOUR COMPANY is a transportation logistics provider. If so, it will list all trips where you, as a logistics company, used TST Expedited to move freight on behalf of your customer.

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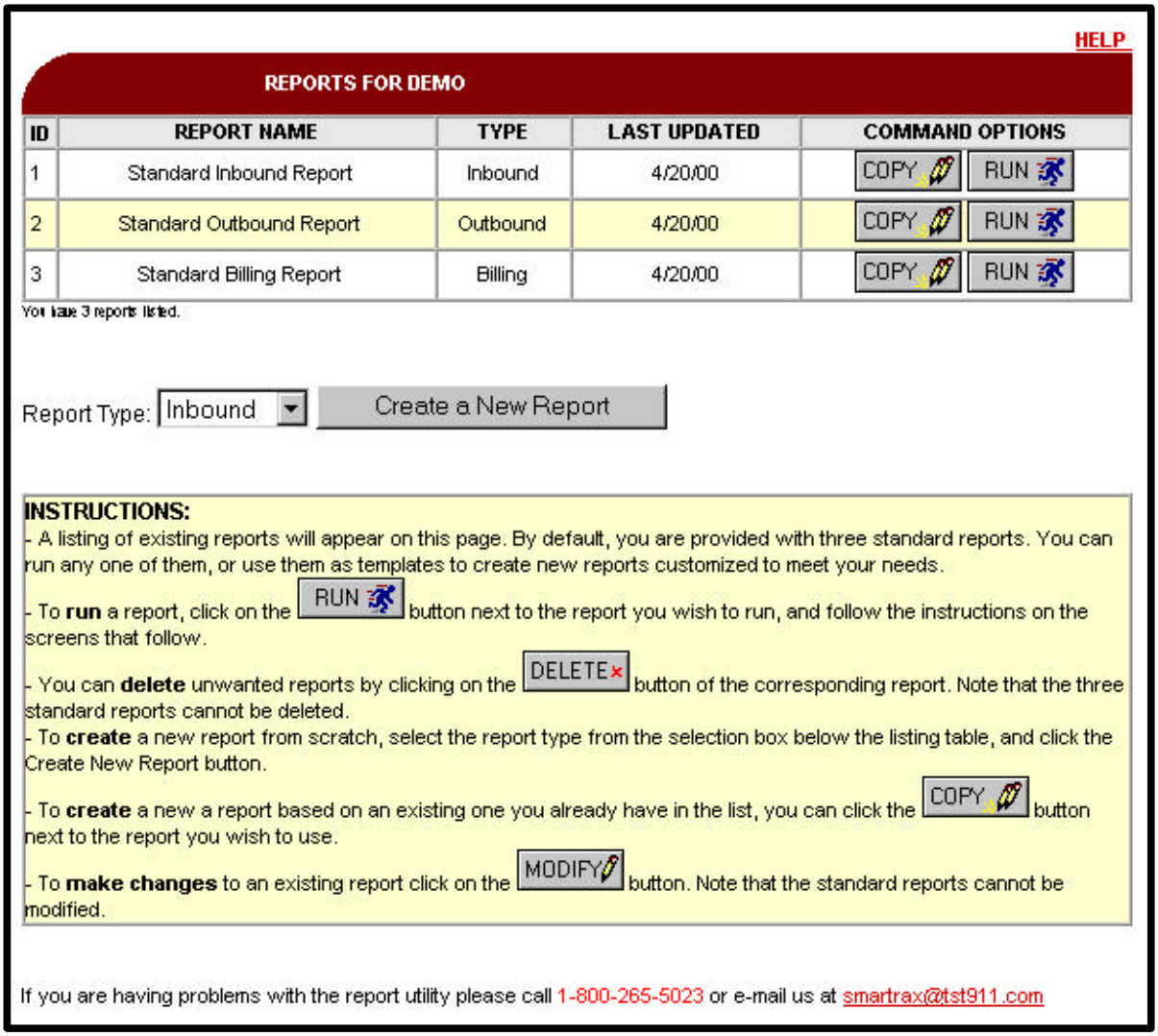
Creating a new Report

To create a new report, select the type of report you want to create (Inbound, Outbound, Billing or Logistics) and hit the **Create a New Report** button. You will be presented with the following screen.

From this screen you need to do the following:

- Give the report a unique name that means sense to you. Something like "*Shippers and our Authority Number*".


HELP
REPORTS FOR DEMO
ID
REPORT NAME
TYPE
LAST UPDATED
COMMAND OPTIONS
1
Standard Inbound Report
Inbound
4/20/00
COPY
RUN
2
Standard Outbound Report
Outbound
4/20/00
COPY
RUN
3
Standard Billing Report
Billing
4/20/00
COPY
RUN
Report Type:
Inbound
Create a New Report
INSTRUCTIONS:
- A listing of existing reports will appear on this page. By default, you are provided with three standard reports. You can run any one of them, or use them as templates to create new reports customized to meet your needs.
- To run a report, click on the RUN button next to the report you wish to run, and follow the instructions on the screens that follow.
- You can delete unwanted reports by clicking on the DELETE button of the corresponding report. Note that the three standard reports cannot be deleted.
- To create a new report from scratch, select the report type from the selection box below the listing table, and click the Create New Report button.
- To create a new a report based on an existing one you already have in the list, you can click the COPY button next to the report you wish to use.
- To make changes to an existing report click on the MODIFY button. Note that the standard reports cannot be modified.
If you are having problems with the report utility please call 1-800-265-5023 or e-mail us at smartrax@tst911.com

- Ensure your e-mail address is correct. If not, type it in.
- Ensure your fax number is correct. If not, fix it.
- Put an attention name of the person who should get the report.

Now you must select the columns of data you want to view on your report. Each piece of data has help text associated with it, so just click on the column name to get more information. Later, in this document, is more detailed information about the reports. From the drop down box, select the order of the columns as you want them sequenced in your report.

When you are done, click on the ***Next*** button at the bottom of the report. This will save your report definition and take you back to the previous screen.

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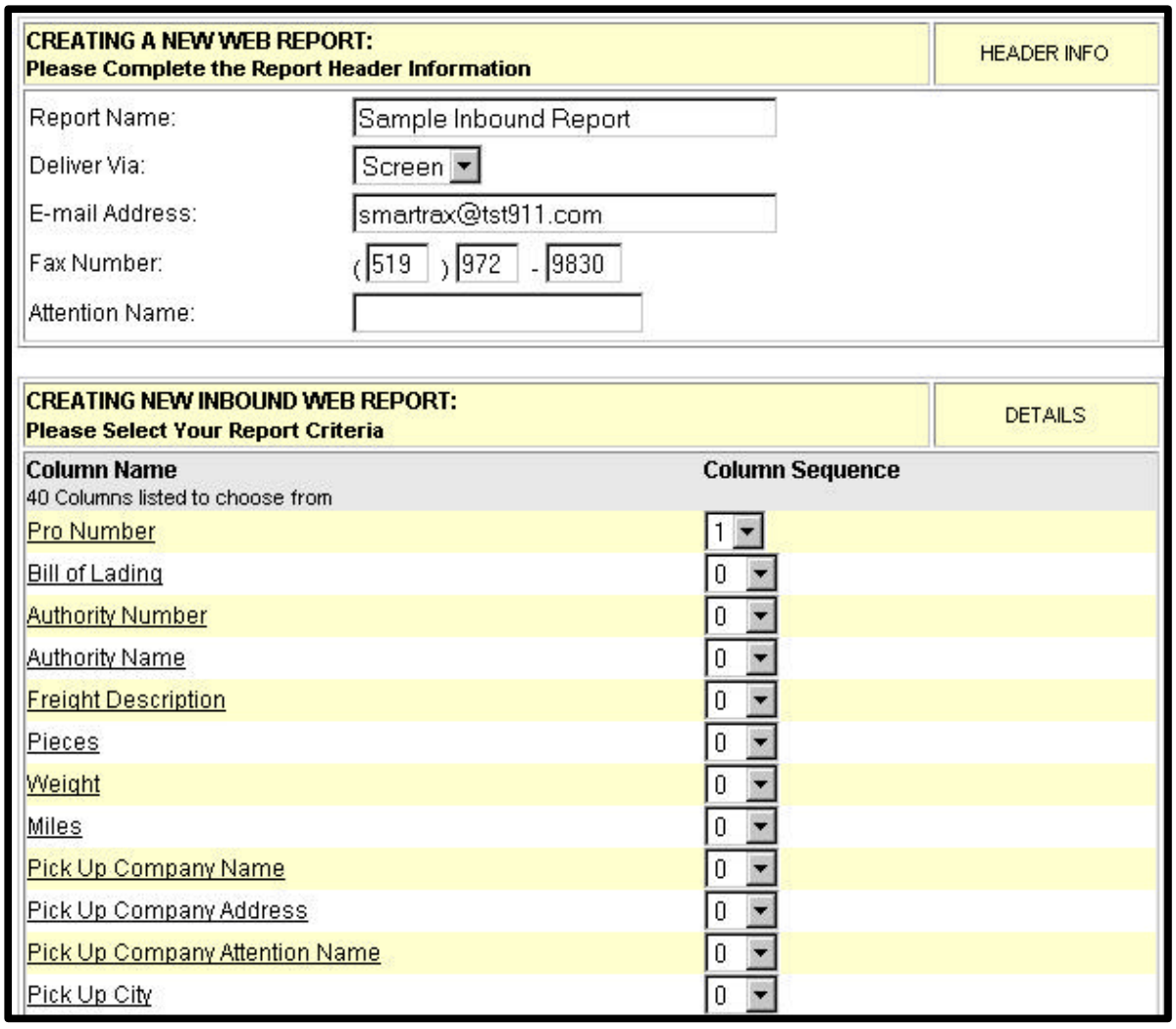
Modify/Copy a Report

To edit a report, select the "Modify" icon beside the report you want to edit and click the mouse button. You will be presented with the following screen.

The resulting screen will allow you to alter the information stored about the report. When you finish editing, click on the ***Next*** button at the bottom of the report. This will save your new report definition while discarding the old one.

To create a new report that is based on an existing report, that is if you want to use an existing report as a template for the new one instead of starting a report from scratch, you can select the "Copy" icon beside the report you want to use as a template.

It is important to note that you cannot Modify or Delete the standard reports that are supplied to you by default.



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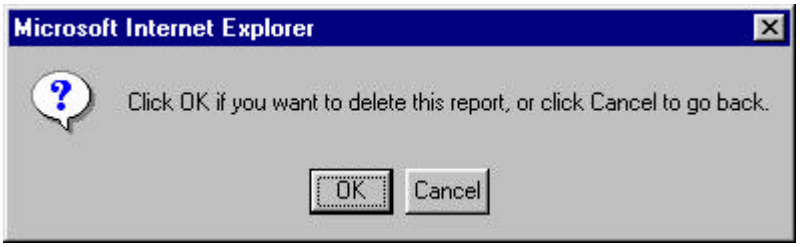
Deleting a Report

To delete a report, select the "Delete" icon beside the report you want to delete and click the mouse button. You will be presented with the following screen.



Click OK to delete the report.

Although you have deleted the report, it still exists. We just inactivate it so you don't see it anymore. So, if you ***REALLY*** want it back, we can get it for you.

It is important to note that you cannot Modify or Delete the standard reports that are supplied to you by default.

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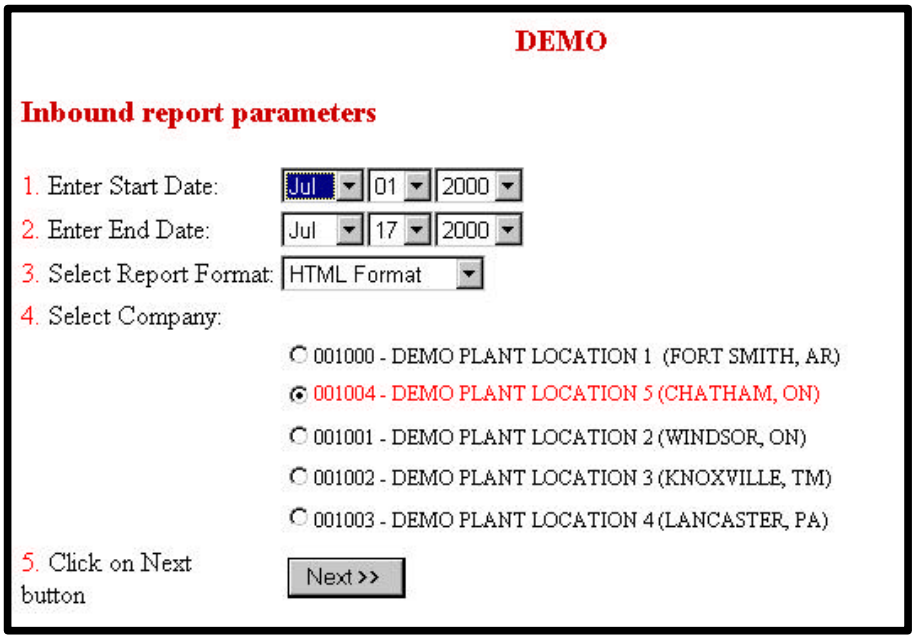
Running a Report

To run a report, select the "run" word beside the report you want to run and click the mouse button. You will be presented with the following screen.

You need to select a date range to run your report. You are restricted as follows

- The date range cannot be more than 2 months (60 DAYS).
- The earliest date you can enter is July 1, 1998 for the Inbound and Outbound reports
- The earliest date you can enter is December 5, 1998 for the Billing report.

If you want the data in Excel 97 format, then change the report format selection. This will launch a version of Excel and store the data in Excel so you can save it and manipulate it later.



If you DO NOT want the data in Excel 97 format, then keep the selection at HTML Format. This will bring the data back to your screen in HTML format.

Technical Note: Web generated reports are tested to work with Microsoft Excel 97. However, you can still open the report in any spreadsheet software (i.e. Lotus, Quattro Pro...) that supports HTML format.
To do this, deselect the "Generate Report in Excel 97 Format" and Click "Next".
Once the report is generated in the browser, you can save the HTML document to your local disk and open it using your preferred spreadsheet software package. The actual steps for this procedure vary with the type and version of the browser as well as the specific spreadsheet program that you have. Please consult your browser and spreadsheet programs documentation, or contact us if you are having difficulties and an MIS personnel would be glad to assist you.

In the case where your company may include multiple plants then you will be presented with a fourth option and that is to select the Company. You may run the report against any ONE of these listed companies. The entry listed in RED indicates that this is your current plant that you are logged in as.

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The resulting report would look something like this (Below is only a sample. Your report will differ):

It will give you details about who created the report and all the report details.

DEMO COMPANY *(ID: 001234)*

Report Name: Standard Inbound Report (#1)
Report Type: Inbound
Report Last Updated on 04/20/2000 at 11:27 by SMARTRAX
Prepared By: Demo User
Report for Date Range: 04/11/2000 to 04/27/2000
Report Executed On: 04/27/2000 at 16:53

Pro Number	Bill of Lading	Authority Name	Authority Number	Pick Up Company Name	Pick
159705	00102214	DEMO USER		DEMO USER	7010
159709	102233	DEMO USER		DEMO USER	7010
159943	103233	DEMO USER		DEMO USER	7010
159969	8873649324	DEMO USER	PFA 1694	DEMO USER	7010
160080	990755R	DEMO USER	1699	DEMO USER	1985
160114	304779	DEMO USER	1700	DEMO USER	11
160280	104214	DEMO USER		DEMO USER	7010
160293	105233	DEMO USER		DEMO USER	7010
160315	44302	DEMO USER	1710	DEMO USER	ALEX
160405	482171869-1	DEMO USER	1707	DEMO USER	
160406	380938	DEMO USER	1716	DEMO USER	7300
160491	GRR9687934663	DEMO USER	1698	DEMO USER	1
160573	106233	DEMO USER		DEMO USER	7010
160632	44357	DEMO USER	1722	DEMO USER	ALEX
160662	13573	DEMO USER	001723	DEMO USER	362 N
160680	015634	DEMO USER		DEMO USER	1

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Inbound & Outbound Report Column Definitions

Pro Number	The Pro Number is the main reference number for the order. This is how TST Expedited Services tracks all freight movements. When calling us for more information, please have the Pro Number handy.
Bill of Lading	Customer Supplied Bill of Lading Number. If more than one number is supplied, they will be separated by commas or slashes up to a total of 17 positions. There is one Bill of Lading for each Pickup-Delivery occurrence.
Authority Number	Any special reference numbers given to us by the customer booking the load. This is usually YOUR reference number (like a P.O. number or Emergency Freight Authorization Number).
Authority Name	The name of the person who gave us the authority to perform the load.
Freight Description	Describes the type of freight moved. Most freight will be labeled "Freight All Kinds". Hazardous Freight will start with the two letters HZ and then more descriptive text. Maximum of 30 characters.
Pieces	Pieces of freight picked up. If there is more than one set of pick -up/delivery occurrences, then it represents the pick-up/delivery occurrence currently viewed.
Weight	Weight of goods moved. If there is more than one set of pick -up/delivery occurrences, then it represents the pick-up/delivery occurrence currently viewed.
Miles	Billed Miles for the load. If there is more than one set of pick -up/delivery occurrences, then it represents the pick-up/delivery occurrence currently viewed.
Pick Up Company Name	The Name of the Company where the freight was picked up.
Pick Up Company Address	The main address of the pick-up Company.
Pick Up Company Attention Name	The Attention line of the Pick up Company.
Pick Up City	The city where the freight was picked up.
Pick Up State	The State where the freight was picked up in.
Pick Up Zip	The Zip Code or Postal Code of where the freight was picked up
Scheduled pick up Date and Time	The date and time the truck was scheduled to arrive at the stop. This may be different from the original scheduled date and time.
Arrival Date and Time for pickup	The date and time the truck actually arrived at the stop. Arrival time is how we determine Service Exceptions.
Complete Date and Time for pickup	The date and time the truck completed the task at the stop (either picked up or delivered).
Original Scheduled pick up Date and Time	The date and time the truck was originally scheduled to arrive at the stop. This may be different from the Scheduled Date and Time as events unfold during the trip. If this date and time is different from the Scheduled Date and Time, you may need to contact our office to determine the reason.
Delivery Company	The Name of Company where the freight was delivered.
Delivery Company Address Line	Address Line of delivery Company.
Delivery Company Attention Name	The main address of the Delivery Company.
Delivery City	The city where the freight was delivered.
Delivery State	The State where the freight was delivered to.
Delivery Zip	The Zip Code or Postal Code of where the freight was delivered to.
Scheduled delivery Date and Time	The date and time the truck was scheduled to arrive at the stop. This may be different from the original scheduled date and time.
Arrival Date Time for delivery	The date and time the truck actually arrived at the stop. Arrival time is how we determine Service Exceptions.
Complete Date Time for delivery	The date and time the truck completed the task at the stop (either picked up or delivered).
Original Scheduled delivery Date and Time	The date and time the truck was originally scheduled to arrive at the stop. This may be different from the Scheduled Date and Time as events unfold during the

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	trip. . If this date and time is different from the Scheduled Date and Time, you may need to contact our office to determine the reason.
Proof of Delivery	The person who signed for the freight when it was delivered to the destination.
Bill To Company	The name of the customer who pays for the freight movement.
Bill To Address	The main address of the Bill To Company.
Bill To City	The city where the Bill TO company resides.
Bill To State	The State where the freight paying company resides.
Billing Terms	The load is billed to either the shipper (prepaid), the consignee (collect) or a Third Party payer (3rd Party).
Charges	Total Amount charged to the customer for completing the load. This will only show on your report if you are responsible for paying for the freight.
Order Status	The status of the order - Completed, Suspended, Cancelled. Suspended orders are orders where we dispatched a truck and the order was cancelled after the truck was dispatched. Charges will apply in this case. Cancelled orders are orders that are cancelled by the customer before we dispatch a truck.
Arrive at Border	The Date and Time the truck arrived at customs (only if on an international load). This is dependent on the driver sending the proper satellite message. If the driver is on an international load and forgets to send the proper satellite message, this field may be blank.
Depart Border	The date and time the truck left customs. Only shows data if the trip is an international trip and the driver sent the appropriate satellite macro. If the driver is on an international load and forgets to send the proper satellite message, this field may be blank.
In Bond Number	If the freight travels In Bond, the corresponding number is here.
Purchase Order	Contains the Customer supplied Purchase Order Number or reference number. If more than one purchase order provided, they will be separated by commas or slashes up to a maximum of 12 positions.

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Billing Report Column Definitions

Pro Number	The Pro Number is the main reference number for the order. This is how TST Expedited Services tracks all freight movements. When calling us for more information, please have the Pro Number handy.
Authority Number	Any special reference numbers given to us by the customer booking the load. This is usually YOUR reference number (like a P.O. number or Emergency Freight Authorization Number).
Authority Name	The name of the person who gave us the authority to perform the load.
Ship Date and Time	The date and time when the freight was picked up. It is important to note that this IS NOT the time the truck arrived at the pick up location. Instead, it is the date and time the load was actually LOADED on the truck.
Pieces	Total number of pieces of freight picked up. This sums all multiple pick-up / delivery occurrences.
Weight	Total weight of goods moved. This sums all multiple pick-up / delivery occurrences.
Miles	Total billed Miles for the load.
First Pick Up Company Name	The Name of the Company where the freight was first picked up. If there are multiple pick-ups for this pro, only the first will be shown.
First Pick Up Company Address	Address Line of the first pick-up Company.
First Pick Up Company Attention Name	The Attention line of the first Pick up Company.
First Pick Up City	The city where the freight was first picked up.
First Pick Up State	The State where the freight was first picked up in.
First Pick Up Zip	The Zip Code or Postal Code of where the freight was first picked up
Last Delivery Company	The Name of Company where the freight was last delivered. If there are multiple deliveries for this pro, only the last will be shown.
Last Delivery Company Address Line	Address Line of last delivery Company.
Last Delivery Company Attention Name	The Attention line of the last Delivery Company.
Last Delivery City	The city where the freight was last delivered.
Last Delivery State	The State where the freight was last delivered to.
Last Delivery Zip	The Zip Code or Postal Code of where the freight was last delivered to.
Bill To Company	The name of the customer who pays for the freight movement.
Bill To Address	The address of the Bill To Company.
Bill To City	The city where the Bill TO company resides.
Bill To State	The State where the freight paying company resides.
Billing Terms	The load is billed to either the shipper (prepaid), the consignee (collect) or a Third Party payer (3rd Party).
Line Haul charges	Amount charged for line haul services.
Accessorials	Amount charged for additional services. This includes fuel adjustment costs.
Stop Charges	Amount charged for additional stops.
Taxes	Amount Charged for taxes. This includes all types of taxes combined (State, Provincial, Federal, Harmonized, etc.). For a complete break down of taxes, please view the Invoice online via SmarTrax.
Exchange	Amount of exchange for the order. This column only has a value if the movement is rated in one currency, but the customer pays in a different currency.
Total Charges	Total Amount charged to the customer for completing the load. This sums the Line Haul Charges, Accessorials, Stop Charges, Taxes and Exchange.
Order Status	The status of the order - Completed, Suspended, Cancelled. Suspended orders are orders where we dispatched a truck and the order was cancelled after the truck was

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	dispatched. Charges will apply in this case. Cancelled orders are orders that are cancelled by the customer before we dispatch a truck.
Billing Status	Whether invoice has been mailed yet. To view the invoice, go to SmarTrax search by pro and view the paperwork
Billed Currency	The currency of billing. U = $U.S., C = $Canadian.
Purchase Order	Contains the Customer supplied Purchase Order Number or reference number. If more than one purchase order provided, they will be separated by commas or slashes up to a maximum of 12 positions.

Logistics Report Column Definitions

Pro Number	The Pro Number is the main reference number for the order.
Authority Number	Any special reference numbers given to us by the customer booking the load.
Authority Name	The name of the person who gave us the authority to perform the load.
Ship Date and Time	The date and time when the freight was picked up.
Pieces	Total number of pieces of freight picked up.
Weight	Total weight of goods moved.
Miles	Total billed Miles for the load.
First Pick Up Company Name	The Name of the Company where the freight was first picked up.
First Pick Up Company Address	Address Line of the Company.
First Pick Up Company Attention Name	The Attention line of the Pick up Company.
First Pick Up City	The city where the freight was picked up.
First Pick Up State	The State where the freight was picked up in.
First Pick Up Zip	The Zip Code or Postal Code of where the freight was picked up
Last Delivery Company	The Name of Company where the freight was last delivered.
Last Delivery Company Address Line	Address Line of delivery Company.
Last Delivery Company Attention Name	The Attention line of the Delivery Company.
Last Delivery City	The city where the freight was delivered.
Last Delivery State	The State where the freight was delivered to.
Last Delivery Zip	The Zip Code or Postal Code of where the freight was delivered to.
Bill To Company	The name of the customer who pays for the freight movement.
Bill To Address	The address of the Bill To Company.
Bill To City	The city where the Bill TO company resides.
Bill To State	The State where the freight paying company resides.
Order Status	The status of the order - Completed, Suspended, Cancelled.
Purchase Order	Contains the Customer supplied Purchase Order Number or reference number. If more than one purchase order provided, they will be separated by commas or slashes up to a maximum of 12 positions.

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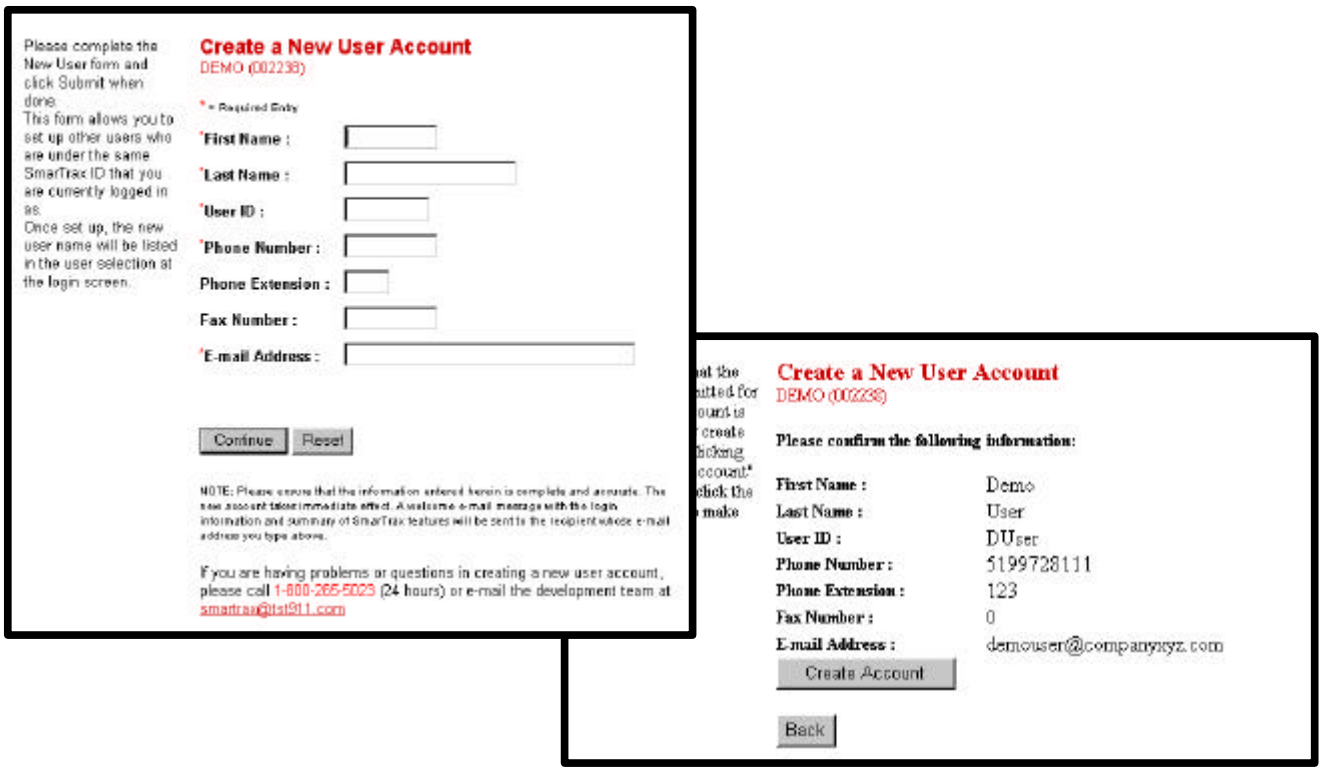
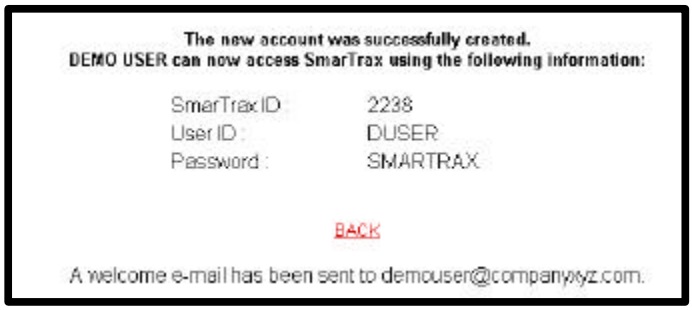
Create a User Account

In the spirit of empowering customers to gain more control and manageability about shipments and tracking, you as a SmarTrax user, are granted the option to ADD users onto SmarTrax with instant access to the SmarTrax system. You may only add users who will be logging in under the same Customer Number as yours (eg. Same SmarTrax ID).

To enter function select the "Create a User Account" option from the main menu. Complete the information required by the form shown below (entries marked with an * are required). Please ensure that the information is accurate and complete. After you click "Continue" on the first screen, you will be asked to confirm the information on the following screen. If everything is accurate then click on "Create Account" to create the account, otherwise click "Back" to fix the information.


Please complete the New User form and click Submit when done.
This form allows you to set up other users who are under the same SmarTrax ID that you are currently logged in as.
Once set up, the new user name will be listed in the user selection at the login screen.
Create a New User Account
DEMO (002238)
* = Required Entry
*First Name :
*Last Name :
*User ID :
*Phone Number :
Phone Extension :
Fax Number :
*E-mail Address :
Continue
Reset
NOTE: Please ensure that the information entered herein is complete and accurate. The new account takes immediate effect. A welcome e-mail message with the login information and summary of SmarTrax features will be sent to the recipient whose e-mail address you type above.
If you are having problems or questions in creating a new user account, please call 1-800-265-5023 (24 hours) or e-mail the development team at smartrax@tst911.com
Create a New User Account
DEMO (002238)
Please confirm the following information:
First Name : Demo
Last Name : User
User ID : DUser
Phone Number : 5199728111
Phone Extension : 123
Fax Number : 0
E-mail Address : demouser@companyxyz.com
Create Account
Back

Once a user account is created, a welcome e-mail message is sent to the person you just setup with the account login information, namely their SmarTrax ID, UserID and Password.


The new account was successfully created.
DEMO USER can now access SmarTrax using the following information:
SmarTrax ID : 2238
User ID : DUSER
Password : SMARTRAX
BACK
A welcome e-mail has been sent to demouser@companyxyz.com.

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---------- SAMPLE E-MAIL MESSAGE SENT TO THE USER YOU JUST SETUP ----------

Dear DEMO USER

On behalf of TST Expedited Services, I want to welcome you to the world of SmarTrax where you, the customer, can regain CONTROL of your time-sensitive freight.

You have been set up with access to SmarTrax for your company, INTERNATIONAL TRUCK AND ENGINE. To access SmarTrax, go to http://www.smartrax.com and enter your SmarTrax ID, User ID and Password.
Your SmarTrax ID, User ID and Password are as follows :

SmarTrax ID : 123456
User ID : DUSER
Password : SMARTRAX

From SmarTrax, you can do the following :

1. View all your active trips.
2. Show the latest position of your freight (truck) on a map of North America (zoom down to the street level or zoom up to North America)
3. Find out the Estimated Time of Arrival (ETA) of your freight
4. Request a Position Update (Ping) of where your freight is NOW!
5. View Historical trips and find out when it arrived and who signed for the freight.
6. View copies of all paperwork associated with the freight. This includes all copies of Bills of Lading and our Invoice.
7. Create, Edit and run reports on all your inbound, outbound or billed loads for any date range. Copy the results of the report to an Excel spread sheet for further analysis.
8. Grant access to the 'Track and Trace' feature to your customers. This feature extends our services to your customer - free!
9. Submit Orders.

These features are available 24 hours a day, seven days a week. Free! Now you, the customer, can take CONTROL of your time-sensitive freight!

On line help is available as well as a user manual (in Adobe Acrobat format).

If you require more information about TST Expedited Services, go to http://www.tst911.com. There you will find all sorts of information about our company.

Please feel free to contact us toll free at 800-265-5023 (24 hours a day) or your account representative should you have any questions.

TST Expedited Services thanks you for your business and hopes you find these free Internet based services valuable.

Regards,

TST Expedited Services

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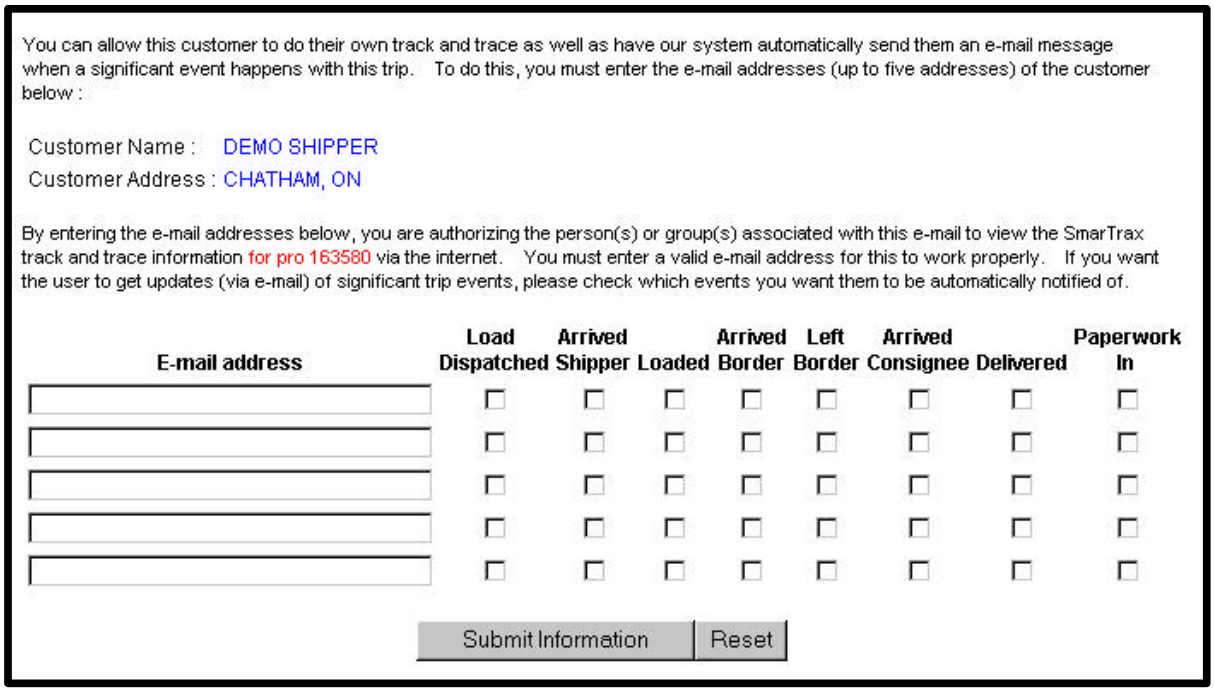
Granting Access to YOUR Customers

SmarTrax™ will allow you to extend some of the services and features of SmarTrax™ to your customers. This is done by you "***granting***" them access. All you need is your customer's valid e-mail address. Here is how it works:

- Go to "Search Active Loads" and look at the active loads.
- Drill down to the details.
- In the company column, click on the customer name. This will bring you to the following screen:



You can allow this customer to do their own track and trace as well as have our system automatically send them an e-mail message when a significant event happens with this trip. To do this, you must enter the e-mail addresses (up to five addresses) of the customer below :

Customer Name : DEMO SHIPPER
Customer Address : CHATHAM, ON

By entering the e-mail addresses below, you are authorizing the person(s) or group(s) associated with this e-mail to view the SmarTrax track and trace information for pro 163580 via the internet. You must enter a valid e-mail address for this to work properly. If you want the user to get updates (via e-mail) of significant trip events, please check which events you want them to be automatically notified of.

E-mail address	Load Dispatched	Arrived Shipper	Loaded	Arrived Border	Left Border	Arrived Consignee	Delivered	Paperwork In
	☐	☐	☐	☐	☐	☐	☐	☐
	☐	☐	☐	☐	☐	☐	☐	☐
	☐	☐	☐	☐	☐	☐	☐	☐
	☐	☐	☐	☐	☐	☐	☐	☐
	☐	☐	☐	☐	☐	☐	☐	☐

Submit Information | Reset

From this screen, you can enter up to 5 e-mail addresses of people you want to keep informed about the status of the trip. For each contact, you can select whether the user gets notified, via e-mail, of the various trip events. Only the selected events will trigger an e-mail to the e-mail addresses.

It is IMPORTANT to note that the e-mail addresses MUST be correct. If you misspell an e-mail address, the intended recipient will never get the messages.

Once you click on the ***submit information*** button, the following text will appear.

Your instructions have been submitted. We have e-mailed the following addresses :
1. The list of e-mail addresses appears here
2. etc.

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Initial E-Mail

Now your customer has been set up. The first e-mail they will receive will look like this:

<*Your company name goes here*> is providing you access to track an emergency freight shipment that is originating from **<city and state where shipment starts goes here>** using our emergency freight carrier (TST Expedited Services) Internet based track and trace service called SmarTrax. This is a free service to you, our valued customer.

To access TST Expedited Services Internet based track and trace service, simply go to http://www.smartrax.com and enter the following:

Pro number : **<the pro number you want to track goes here>**
Password : **<a unique password goes here>**

You will then have access to the latest status of your emergency freight. On-line help is also available to assist you with any questions you may have in using SmarTrax.

In addition to accessing this information via the internet, you will also be notified, via e-mail, when the following events occur during the trip:

<the list of events you have allowed your customer to view goes here>
The truck is dispatched
The truck arrives at the shipper
The freight loads
The freight arrives at the border
The freight clears the border
The freight arrives at the consignee
The freight delivers
The paperwork is ready to be viewed in SmarTrax

Thank you for using **<*Your company name goes here*>**. We appreciate your business.

<**your name goes here**> (**<your e-mail address goes here>**)

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How do your customers sign on to SmarTrax™?

Your customer gains access to SmarTrax™ by going to www.smartrax.com and clicking on the text that says:

or if you received an e-mail authorizing you to track a load, click here.

TST Expedited Services - SmarTrax - Microsoft Internet Explorer
TST Expedited Services
HASSLE-FREE SERVICE
MAIN MENU
BACK
REFRESH
Welcome To SmarTrax
Instructions for using SmarTrax :
1. TST Expedited Services clients are provided with an ID before using SmarTrax. If you know your SmarTrax ID please enter it here.
SmarTrax ID :
Next>>
3. Or if you have received an e-mail authorizing you to track a load, click here.
4. Go Ahead, Ping Me!
TST Fleet Owners click here.
You are visitor no.
56958
If you are having problems accessing your account up for one, please call 1-800-265-5023 or e-mail us smartrax@tst911.com
Welcome To SmarTrax
Instructions for using SmarTrax :
1. Please type the numeric pro number that was e-mailed to you.
Pro Number :
2. Type the corresponding password for the pro number above.
Password :
3. Click on the Login button to continue.
Login
If you are having problems accessing your account, please call 1-800-265-5023 or e-mail us at smartrax@tst911.com

Your customer can then log on using the following screen and using the Pro Number and Password given to them in their e-mail message.

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Dispatch Event E-Mail

The Dispatch Event E-mail will look like this:

This is an automatic, computer generated e-mail from SmarTrax (c).

<*Your company name goes here*> is providing you access to track an emergency freight shipment that is originating from **<city and state where shipment starts goes here>** using our emergency freight carrier (TST Expedited Services) Internet based track and trace service called SmarTrax. This is a free service to you, our valued customer.

We want to notify you that your emergency freight shipment has been dispatched on **<date and time shipment arrives>** (Eastern Time).

To find out more information about this load, access TST Expedited Services Internet based track and trace service called SmarTrax. Simply go to http://www.smartrax.com and enter the following:

Pro number : **<the pro number you want to track goes here>**
Password : **<a unique password goes here>**

You will then have access to the latest status of your emergency freight. On-line help is also available to assist you with any questions you may have in using SmarTrax.

Thank you for using **<*Your company name goes here*>**. We appreciate your business.

<**your name goes here**> (**<your e-mail address goes here>**)

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Arrive Shipper Event E-Mail

The Arrive Shipper Event E-mail will look like this:

This is an automatic, computer generated e-mail from SmarTrax (c).

<***Your company name goes here***> is providing you access to track an emergency freight shipment that is originating from <**city and state where shipment starts goes here**> using our emergency freight carrier (TST Expedited Services) Internet based track and trace service called SmarTrax. This is a free service to you, our valued customer.

We want to notify you that your emergency freight shipment has arrived at **<pick up company name>** in **<pick up city and state>** on <**date and time shipment arrives**> (Eastern Time).

To find out more information about this load, access TST Expedited Services Internet based track and trace service called SmarTrax. Simply go to http://www.smartrax.com and enter the following:

Pro number : <**the pro number you want to track goes here**>
Password : <**a unique password goes here**>

You will then have access to the latest status of your emergency freight. On-line help is also available to assist you with any questions you may have in using SmarTrax.

Thank you for using <***Your company name goes here***>. We appreciate your business.

<**your name goes here**> (<**your e-mail address goes here**>)

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Loaded Event E-Mail

The Loaded Event E-mail will look like this:

This is an automatic, computer generated e-mail from SmarTrax (c).

<*Your company name goes here*> is providing you access to track an emergency freight shipment that is originating from **<city and state where shipment starts goes here>** using our emergency freight carrier (TST Expedited Services) Internet based track and trace service called SmarTrax. This is a free service to you, our valued customer.

We want to notify you that your emergency freight shipment loaded at **<pick up company name>** in **<pick up city and state>** on **<date and time shipment loads>** (Eastern Time). The bill of lading number for this pick-up is **<Bill of Lading Number(s) go here>**.

To find out more information about this load, access TST Expedited Services Internet based track and trace service called SmarTrax. Simply go to http://www.smartrax.com and enter the following:

Pro number : **<the pro number you want to track goes here>**
Password : **<a unique password goes here>**

You will then have access to the latest status of your emergency freight. On-line help is also available to assist you with any questions you may have in using SmarTrax.

Thank you for using **<*Your company name goes here*>**. We appreciate your business.

<**your name goes here**> (<**your e-mail address goes here**>)

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Arrive Border Event E-Mail

The Arrive Border Event E-mail will look like this:

This is an automatic, computer generated e-mail from SmarTrax (c).

<*Your company name goes here*> is providing you access to track an emergency freight shipment that is originating from **<city and state where shipment starts goes here>** using our emergency freight carrier (TST Expedited Services) Internet based track and trace service called SmarTrax. This is a free service to you, our valued customer.

We want to notify you that your emergency freight shipment has arrived at **the border** on **<date and time shipment arrives at the border>** (Eastern Time).

To find out more information about this load, access TST Expedited Services Internet based track and trace service called SmarTrax. Simply go to http://www.smartrax.com and enter the following:

Pro number : **<the pro number you want to track goes here>**
Password : **<a unique password goes here>**

You will then have access to the latest status of your emergency freight. On-line help is also available to assist you with any questions you may have in using SmarTrax.

Thank you for using **<*Your company name goes here*>**. We appreciate your business.

<**your name goes here**> (<**your e-mail address goes here**>)

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Departed Border Event E-Mail

The Departed Border Event E-mail will look like this:

This is an automatic, computer generated e-mail from SmarTrax (c).

<*Your company name goes here*> is providing you access to track an emergency freight shipment that is originating from **<city and state where shipment starts goes here>** using our emergency freight carrier (TST Expedited Services) Internet based track and trace service called SmarTrax. This is a free service to you, our valued customer.

We want to notify you that your emergency freight shipment has departed **the border** on **<date and time shipment departs border>** (Eastern Time).

To find out more information about this load, access TST Expedited Services Internet based track and trace service called SmarTrax. Simply go to http://www.smartrax.com and enter the following:

Pro number : **<the pro number you want to track goes here>**
Password : **<a unique password goes here>**

You will then have access to the latest status of your emergency freight. On-line help is also available to assist you with any questions you may have in using SmarTrax.

Thank you for using **<*Your company name goes here*>**. We appreciate your business.

<**your name goes here**> (<**your e-mail address goes here**>)

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Arrive Consignee Event E-Mail

The Arrive Consignee Event E-mail will look like this:

This is an automatic, computer generated e-mail from SmarTrax (c).

<***Your company name goes here***> is providing you access to track an emergency freight shipment that is originating from <**city and state where shipment starts goes here**> using our emergency freight carrier (TST Expedited Services) Internet based track and trace service called SmarTrax. This is a free service to you, our valued customer.

We want to notify you that your emergency freight shipment has arrived at **<delivery company name>** in **<delivery city and state>** on <**date and time shipment arrives**> (Eastern Time).

To find out more information about this load, access TST Expedited Services Internet based track and trace service called SmarTrax. Simply go to http://www.smartrax.com and enter the following:

Pro number : <**the pro number you want to track goes here**>
Password : <**a unique password goes here**>

You will then have access to the latest status of your emergency freight. On-line help is also available to assist you with any questions you may have in using SmarTrax.

Thank you for using <***Your company name goes here***>. We appreciate your business.

<**your name goes here**> (<**your e-mail address goes here**>)

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Delivered Event E-Mail

The Delivered Event E-mail will look like this:

This is an automatic, computer generated e-mail from SmarTrax (c).

<*Your company name goes here*> is providing you access to track an emergency freight shipment that is originating from **<city and state where shipment starts goes here>** using our emergency freight carrier (TST Expedited Services) Internet based track and trace service called SmarTrax. This is a free service to you, our valued customer.

We want to notify you that your emergency freight shipment has been delivered to **<delivery company name>** in **< delivery city and state>** on **<date and time shipment delivers>** (Eastern Time). The freight was signed by **<Person who signed for the freight goes here>**.

To find out more information about this load, access TST Expedited Services Internet based track and trace service called SmarTrax. Simply go to http://www.smartrax.com and enter the following:

Pro number : **<the pro number you want to track goes here>**
Password : **<a unique password goes here>**

You will then have access to the latest status of your emergency freight. On-line help is also available to assist you with any questions you may have in using SmarTrax.

Thank you for using **<*Your company name goes here*>**. We appreciate your business.

<**your name goes here**> (<**your e-mail address goes here**>)

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Paperwork Checked In Event E-Mail

The Paperwork In Event E-mail will look like this:

This is an automatic, computer generated e-mail from SmarTrax (c).

<*Your company name goes here*> is providing you access to track an emergency freight shipment that is originating from **<city and state where shipment starts goes here>** using our emergency freight carrier (TST Expedited Services) Internet based track and trace service called SmarTrax. This is a free service to you, our valued customer.

We want to notify you that your emergency freight shipment has paperwork ready for viewing in SmarTrax on 04/18/2000 at 11:03 (Eastern Time).

To find out more information about this load, access TST Expedited Services Internet based track and trace service called SmarTrax. Simply go to http://www.smartrax.com and enter the following:

Pro number : **<the pro number you want to track goes here>**
Password : **<a unique password goes here>**

You will then have access to the latest status of your emergency freight. On-line help is also available to assist you with any questions you may have in using SmarTrax.

Thank you for using **<*Your company name goes here*>**. We appreciate your business.

<**your name goes here**> (**<your e-mail address goes here>**)

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